



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
HINDMARSH SHIRE COUNCIL**

2017 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2017 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Hindmarsh Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Hindmarsh Shire Council.

Survey sample matched to the demographic profile of Hindmarsh Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Hindmarsh Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Hindmarsh Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Hindmarsh Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING

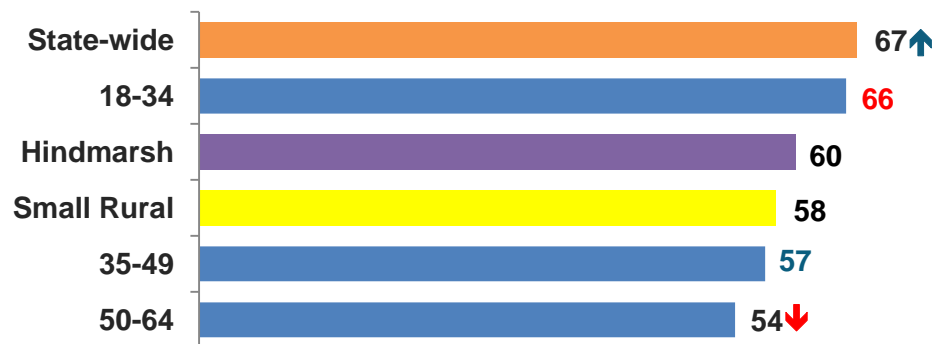
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

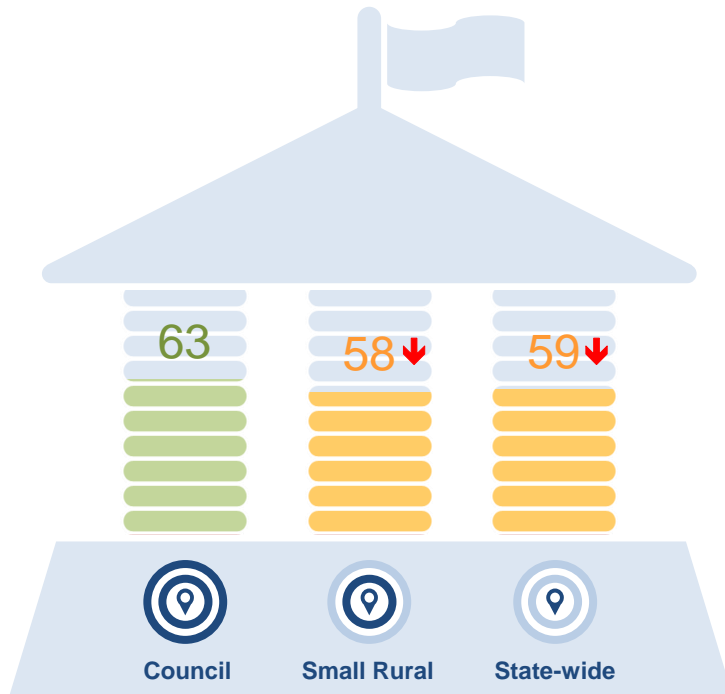
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS

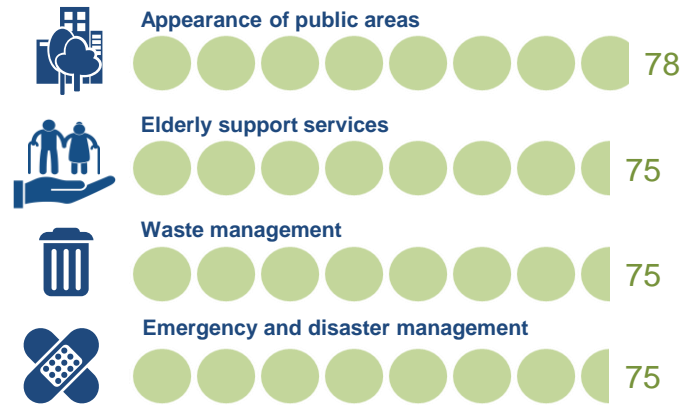
HINDMARSH SHIRE COUNCIL



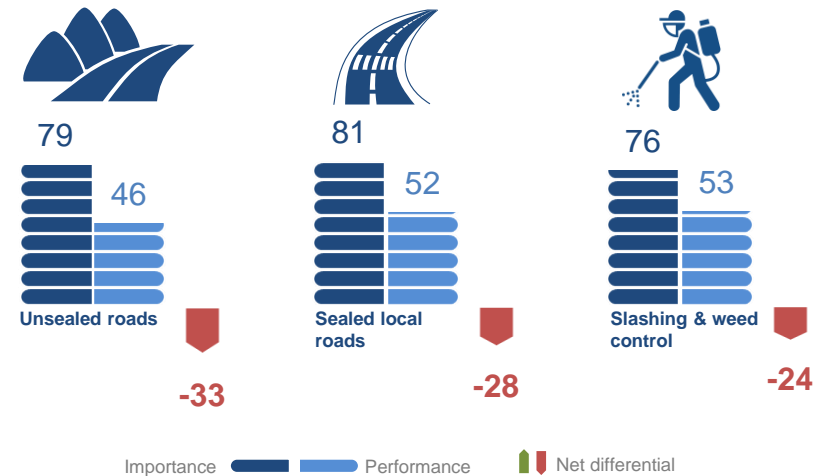
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



OVERALL PERFORMANCE

The **overall performance index score of 63** for Hindmarsh Shire Council is little changed over the past three years, ranging between 62 to 64, and remains ***significantly higher than the average ratings for Small Rural group and councils State-wide*** (index scores of 58 and 59 respectively).

- **Most demographic and geographic sub-groups** rate Council's overall performance *more favourably* or in line with 2016 results, with a statistically *significant increase* (at the 95% confidence interval) in ratings occurring among women (five index points higher than 2016).
- Additionally, women (index score of 69) rate Council's overall performance *significantly higher* than the average rating for Hindmarsh Shire Council.
- Conversely, North Ward residents and men (both with an index score of 58) rate Council's overall performance *significantly lower* than the Council average.

Residents are more likely to rate Hindmarsh Shire Council's overall performance as 'very good' (17%), than 'very poor' (3%). More than a third of residents (37%) rate Council's overall performance as 'good', while a further 32% sit mid-scale providing an 'average' rating. Council's overall performance is rated as 'poor' by 11% of residents.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 20) shows that Hindmarsh Shire Council's **performance has not changed significantly** compared to Council's own results in 2016.

Sealed local roads (index score of 52) is the exception, where Council performance has **improved significantly** from 2016 (up seven points).

- Differences by location are evident, with residents in the West Ward (index score of 59) rating this service area *significantly higher*, and residents in the North Ward (43) rating Council *significantly lower* than the Council average.

Of note, aside from overall performance, Hindmarsh Shire Council's performance on **community consultation, lobbying and making community decisions** is also *significantly higher* than both the Small Rural group and State-wide council averages.

- Women rate Council significantly higher than Council's average on these three service areas.

Customer service is Council's highest rated core performance measure with an index score of 71. Council's performance on customer service has been relatively stable over time.

Just under two-thirds (64%) of Hindmarsh Shire Council residents have had recent contact with Council, a rate of contact unchanged since 2014.

- Almost half of residents (47%) have had in person contact with Council.
- Residents aged 50 to 64 years have *significantly higher* levels of contacting Council (75%) than average.

As previously mentioned, **Hindmarsh Shire Council's customer service index of 71 is a positive result and Council's strongest core area in 2017.**

- Customer service ratings are largely consistent in the last year across geographic and demographic sub-groups, with no significant differences evident compared to 2016 results.
- Women (index score of 77) and residents aged 18 to 34 years (index score of 79) rate Council's customer service *significantly more favourably* than the Council average. Council should seek to learn from what is working among these residents to help improve perceptions of its customer service among less favourable demographic groups.
- Almost a third of residents (32%) rate Council's customer service as 'very good', with a further 37% rating it as 'good'.
- This is supported by feedback from residents on the best thing about Hindmarsh Shire Council. Customer service leads the list of responses, spontaneously mentioned by 12% of residents.

AREAS WHERE COUNCIL IS PERFORMING WELL

With a performance index score of 78, **the appearance of public areas is Hindmarsh Shire Council's** highest rated service area. Perceptions have *significantly improved* from 2016 (four index points higher).

- The appearance of public areas has been Council's **highest performing area** for four years, and the 2017 index score marks this service areas peak rating. Most driving the improvement from 2016 are *significant increases* in ratings among women, residents aged 35 to 49 years and those in the East Ward.
- Hindmarsh Shire Council **significantly outperforms both the Small Rural group and State-wide Council averages** on this measure (index scores of 74 and 71 respectively) and West Ward residents provide Council's highest rating (86, *significantly higher* than the Council average).
- The majority (81%) of residents rate Council's performance in the appearance of public areas as 'very good' or 'good', further supported by 'parks and gardens' receiving the second highest number of mentions (8%) as the 'best thing' about Hindmarsh Shire Council.

Other areas in which Council is performing well, each with an index score of 75, include **waste management** (*significantly improved* from 2016), **elderly support services**, and **emergency and disaster management**. These are among the most important service areas to residents in 2017 (importance index scores of 75, 80 and 78 respectively).

- Council also performs *significantly higher* than both the Small Rural group and State-wide Council averages on these three service areas.

Rounding out Council's top five individual service areas is **recreational facilities** (index score of 73), on which Council has *significantly increased* its performance since last year (six index points higher).

- This is also Council's highest performance index score in this area to date.

AREAS IN NEED OF ATTENTION

The two areas that stand out as being most in need of Council attention are the maintenance of **unsealed local roads** and **condition of sealed local roads**. With performance index scores of 46 and 52 respectively, Council is seen to be **performing least well** in these service areas (despite the *significant* seven point *improvement* on sealed roads in the last year).

- Particular attention should be paid to the **North Ward**, where residents are most critical, rating performance *significantly lower* than the Council average for both sealed and unsealed roads index scores of 43 and 40 respectively). Conversely, residents in the West Ward rate sealed local roads *significantly higher* (index score of 59).
- **Sealed local roads** is the highest ranking service area in terms of importance (importance index score of 81); **unsealed local roads** is the third highest (index score of 79).
- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months support this finding, with **sealed road maintenance** topping the list, volunteered by 18% of residents, and **unsealed road maintenance** also a key concern (6%).
- Of note, Hindmarsh Shire Council's results on these two measures are better than the average for Small Rural councils, with the Council performance being rated *significantly higher* on unsealed roads (index score of 43).

Other lower performing service areas for Council in 2017 include **slashing and weed control** and **planning and building permits** (index scores of 53 and 54 respectively). While permits are among the least important areas to residents (importance index score of 64), slashing and weed control has the sixth highest importance rating overall (importance index score of 76) and is rated as 'extremely important' or 'very important' by 76% of residents.

- Again, North Ward residents rate Council *significantly lower* than average on slashing and weed control (performance index score of 43).

RATES VERSUS SERVICES

When it comes to the trade-off between a rise in rates and cuts to services, almost half of Hindmarsh Shire Council residents (48%) indicate they would prefer cuts in Council services to keep Council rates at the same level as they are now over rates rises to improve local services (35%).

- Twice as many residents 'definitely' prefer service cuts (22%) than 'definitely' prefer rate rises (11%).
- Younger residents (aged 18 to 34 years) go against the overall trend, with more preferring a rate rise (47%) than service cuts (37%) (*small sample*).
- Residents in the East Ward are more divided in their opinion, with 45% nominating a preference for a rate rise, compared to 43% preferring cuts to services.

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Hindmarsh Shire Council should pay particular attention to the service areas where stated importance exceeds rated performance by 15 or more points. Key priorities include:

- **Unsealed roads** (margin of 33 points)
- **Sealed local roads** (margin of 28 points)
- **Slashing and weed control** (margin of 24 points)
- **Community decisions** (margin of 20 points)
- **Consultation & engagement** (margin of 15 points).

Consideration should also be given to men and residents aged 18 to 34 years, who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its performance in the area of customer service**, and aim to shore up service areas that are currently rated higher than others, such as **the appearance of public areas, waste management, elderly support services** and **emergency and disaster management**.

- It is also important to learn from what is working amongst other groups, especially women and residents in the West Ward, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- Appearance of public areas
- Waste management
- Recreational facilities
- Planning & building permits
- Sealed local roads

Lower results in 2017

(Significantly lower result than 2016)

- None applicable

Most favourably disposed towards Council

- Women
- West Ward

Least favourably disposed towards Council

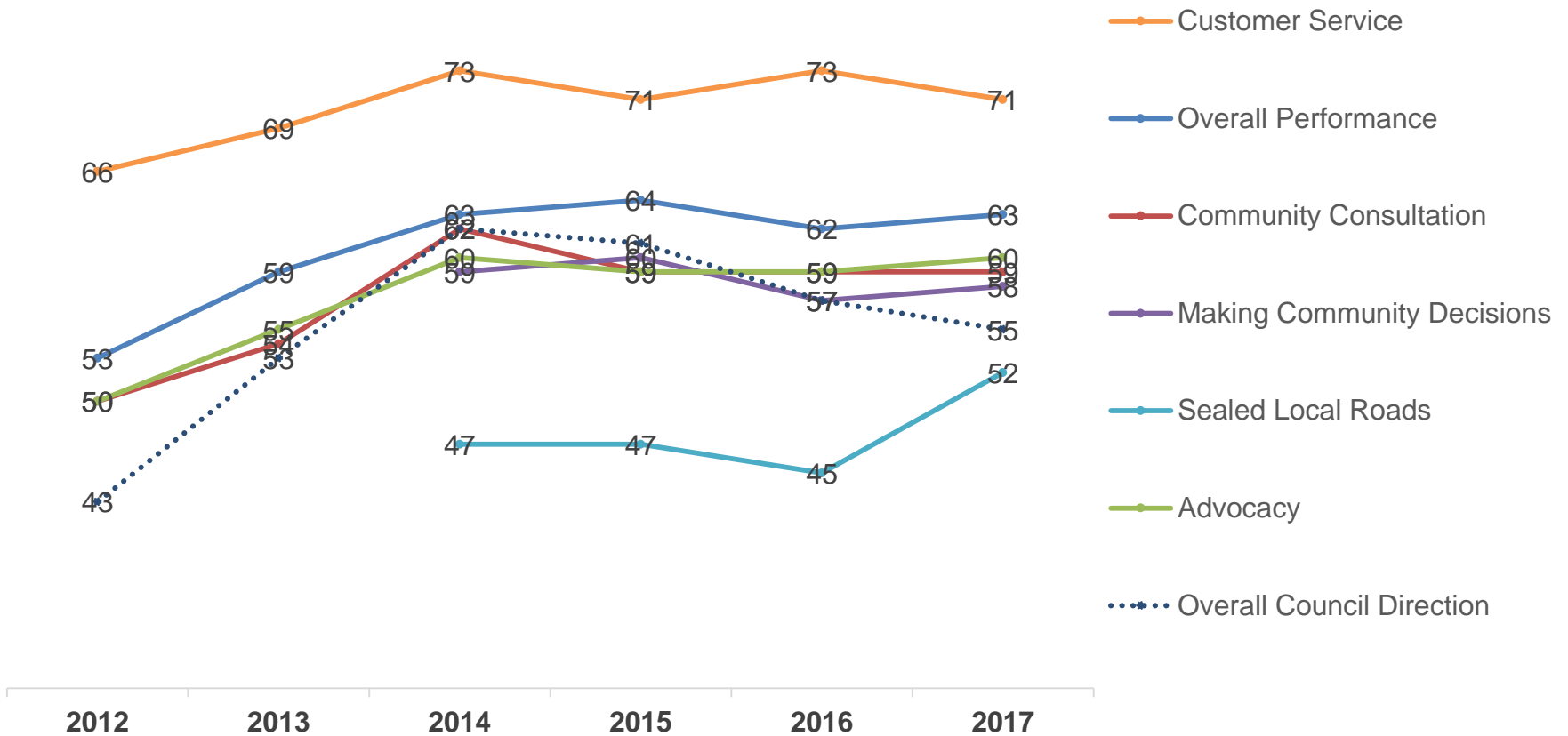
- Men
- Aged 18-34 years



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

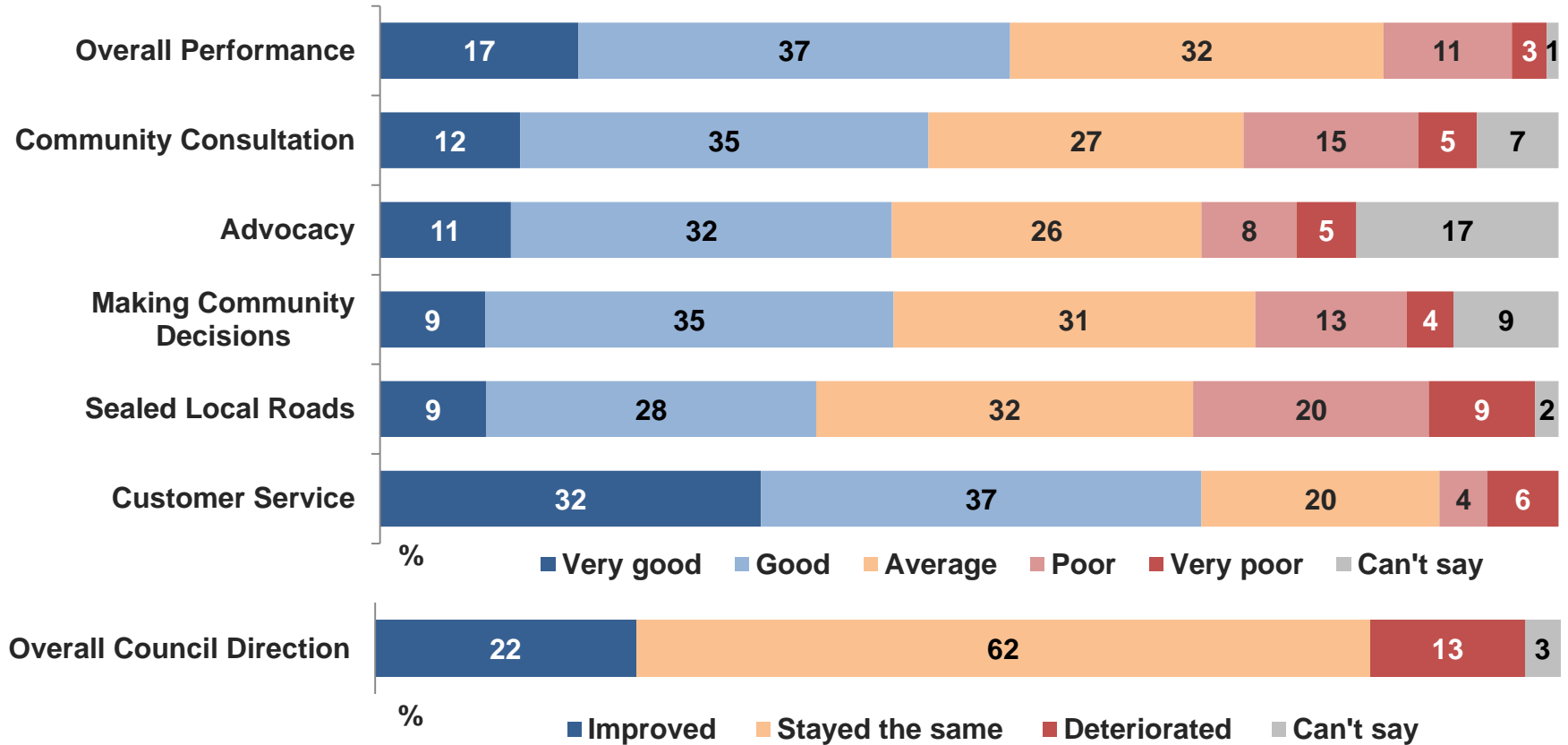
DETAILED ANALYSIS

Performance Measures	Hindmarsh 2017	Hindmarsh 2016	Small Rural 2017	State-wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	63	62	58	59	Women	Men, North Ward
COMMUNITY CONSULTATION (Community consultation and engagement)	59	59	55	55	Women	Men, Aged 35-49 years
ADVOCACY (Lobbying on behalf of the community)	60	59	55	54	Aged 65+ years	Aged 18-34 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	58	57	55	54	Women	Men
SEALED LOCAL ROADS (Condition of sealed local roads)	52	45	50	53	West Ward	North Ward
CUSTOMER SERVICE	71	73	69	69	Aged 18-34 years	Men
OVERALL COUNCIL DIRECTION	55	57	52	53	East Ward	North Ward

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS

Key Measures Summary Results

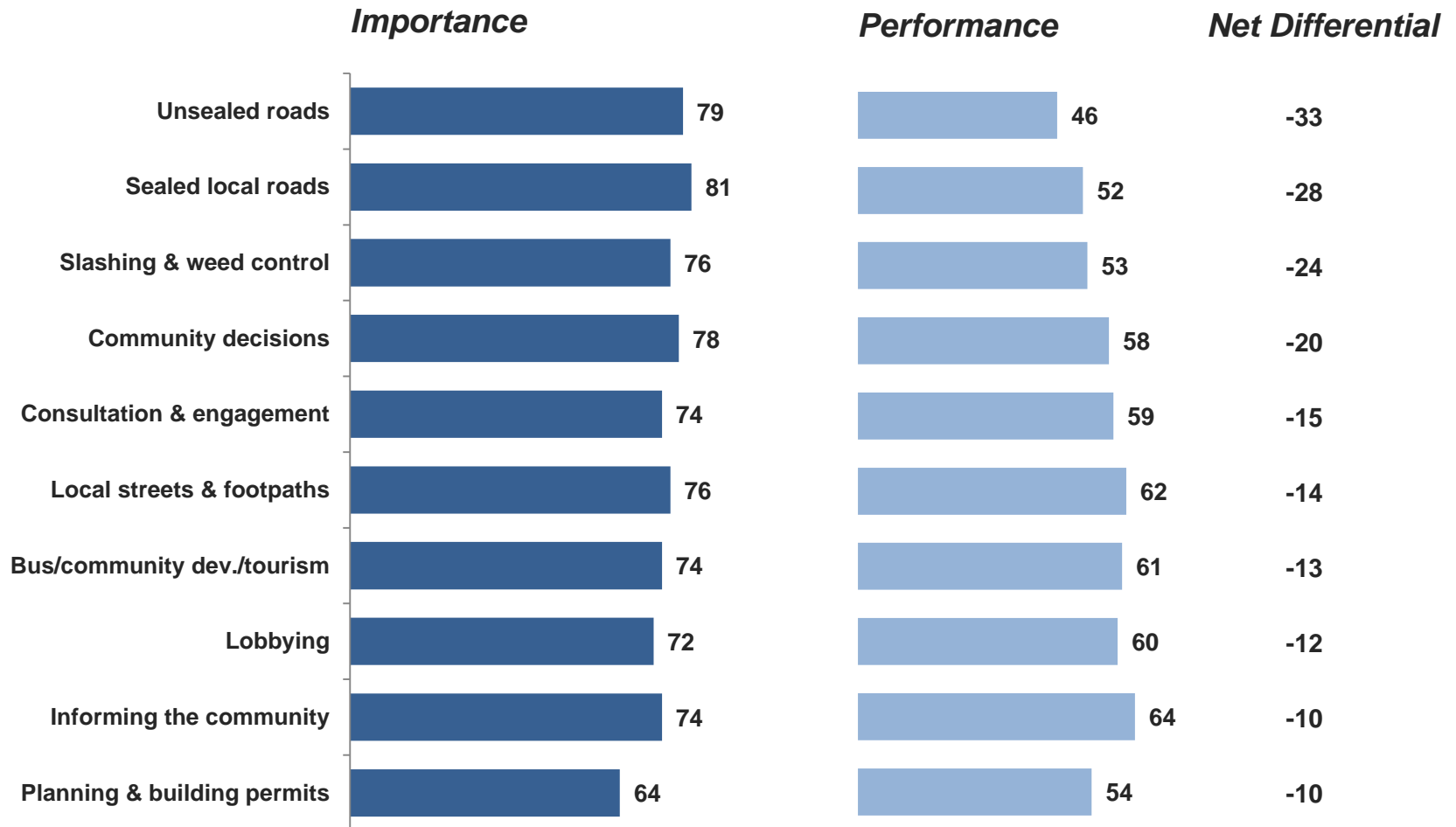


INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:



2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

	2017 Priority Area Importance	2016	2015	2014	2013	2012
Sealed local roads	81	n/a	n/a	n/a	n/a	n/a
Elderly support services	80	n/a	n/a	n/a	n/a	n/a
Unsealed roads	79	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	78	n/a	n/a	n/a	n/a	n/a
Community decisions	78	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	76	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	76	n/a	n/a	n/a	n/a	n/a
Waste management	75	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	74	n/a	n/a	n/a	n/a	n/a
Informing the community	74	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	74	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	n/a	n/a	n/a	n/a	n/a
Lobbying	72	n/a	n/a	n/a	n/a	n/a
Recreational facilities	72	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	70	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	65	n/a	n/a	n/a	n/a	n/a
Planning & building permits	64	n/a	n/a	n/a	n/a	n/a
Community & cultural	61	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	58	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

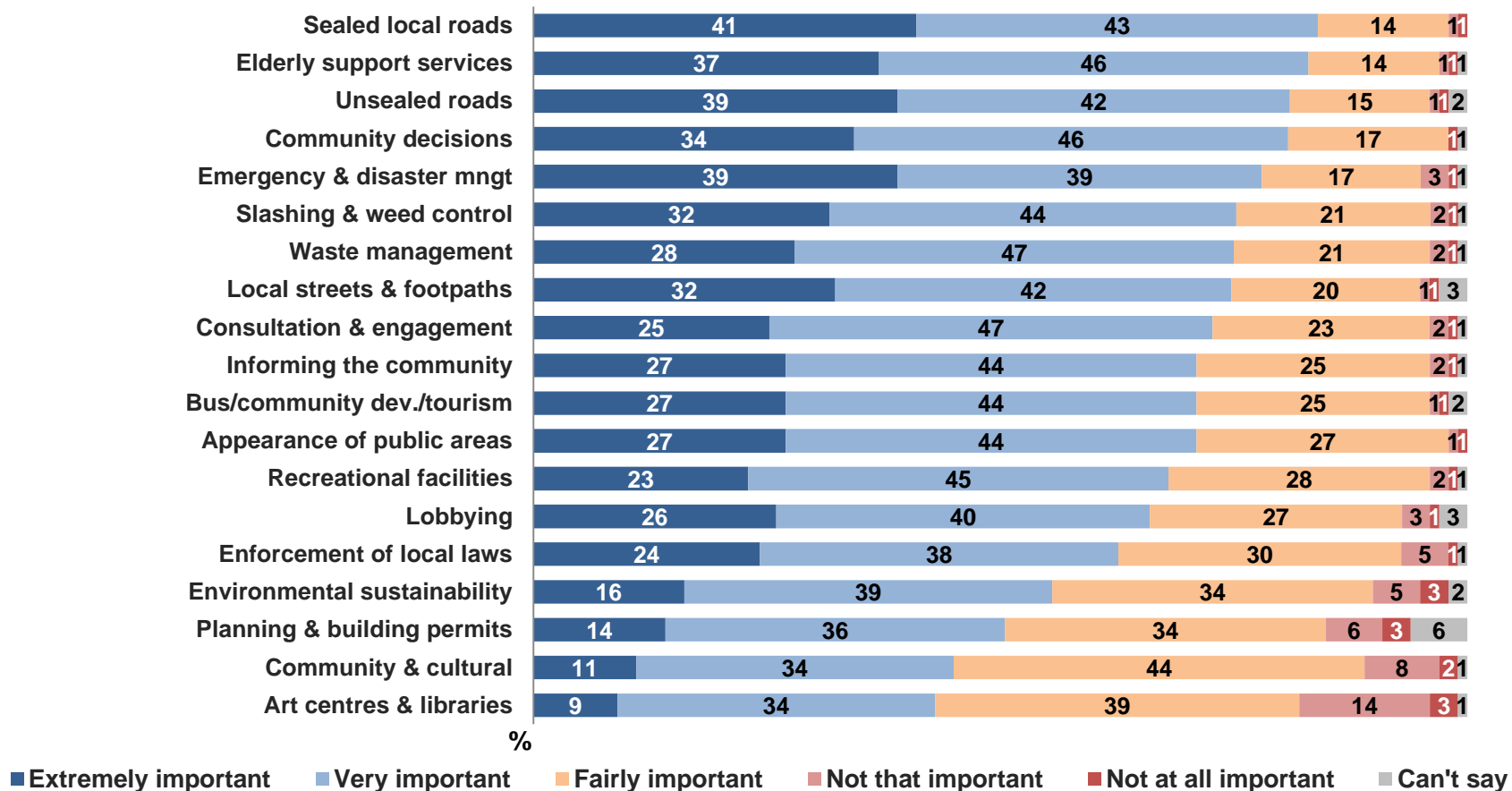
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



	2017 Priority Area Performance	2016	2015	2014	2013	2012
Appearance of public areas	78	74	77	76	71	71
Elderly support services	75	72	74	76	72	71
Waste management	75	68	71	73	73	70
Emergency & disaster mngt	75	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	67	71	71	69	67
Art centres & libraries	69	n/a	n/a	n/a	n/a	n/a
Community & cultural	69	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	65	63	66	68	64	64
Informing the community	64	62	63	66	59	53
Environmental sustainability	63	62	65	65	63	62
Local streets & footpaths	62	59	61	58	53	51
Bus/community dev./tourism	61	58	59	61	57	54
Lobbying	60	59	59	60	55	50
Consultation & engagement	59	59	59	62	54	50
Community decisions	58	57	60	59	n/a	n/a
Planning & building permits	54	47	53	53	n/a	n/a
Slashing & weed control	53	n/a	n/a	n/a	n/a	n/a
Sealed local roads	52	45	47	47	n/a	n/a
Unsealed roads	46	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

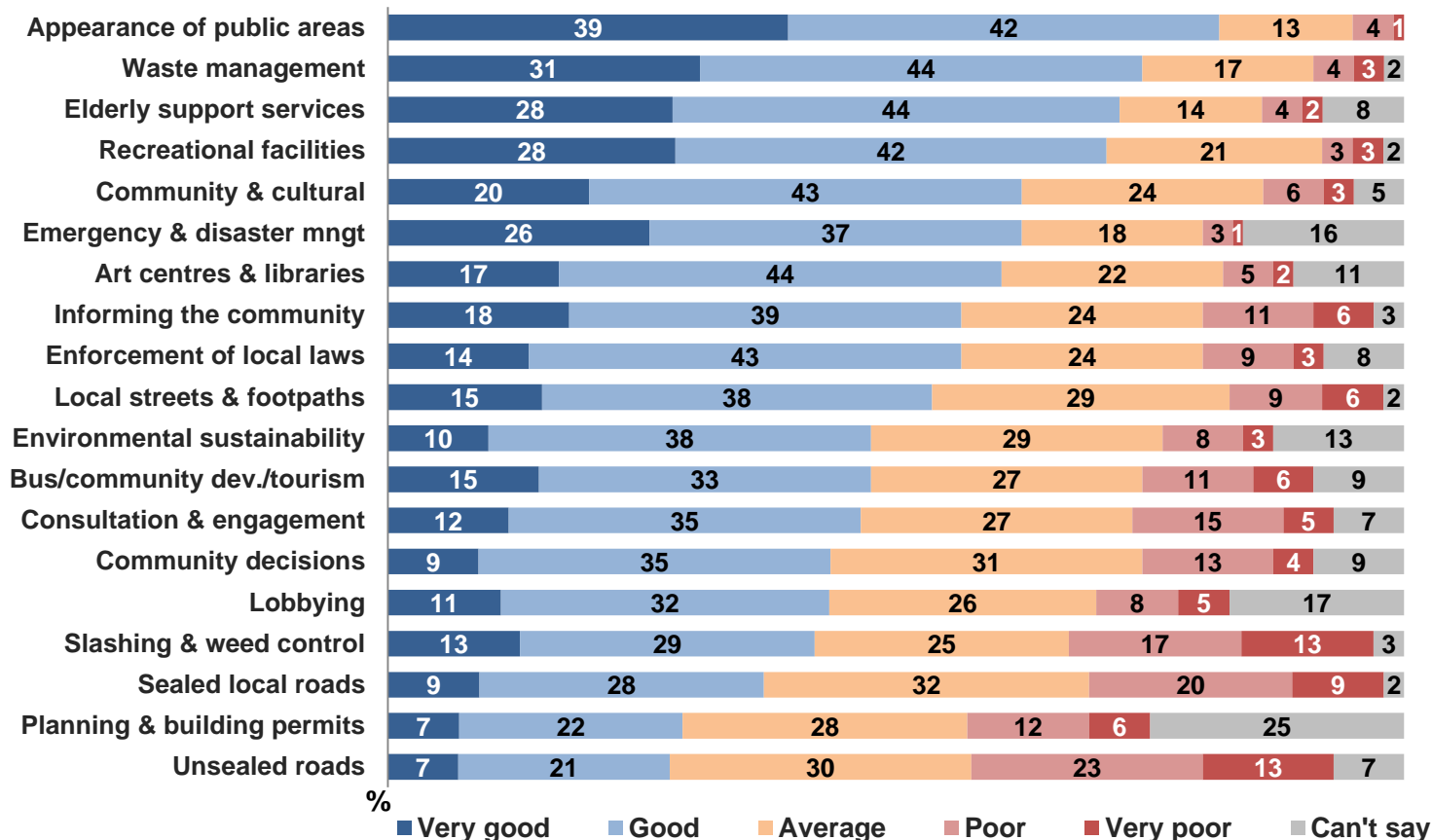
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

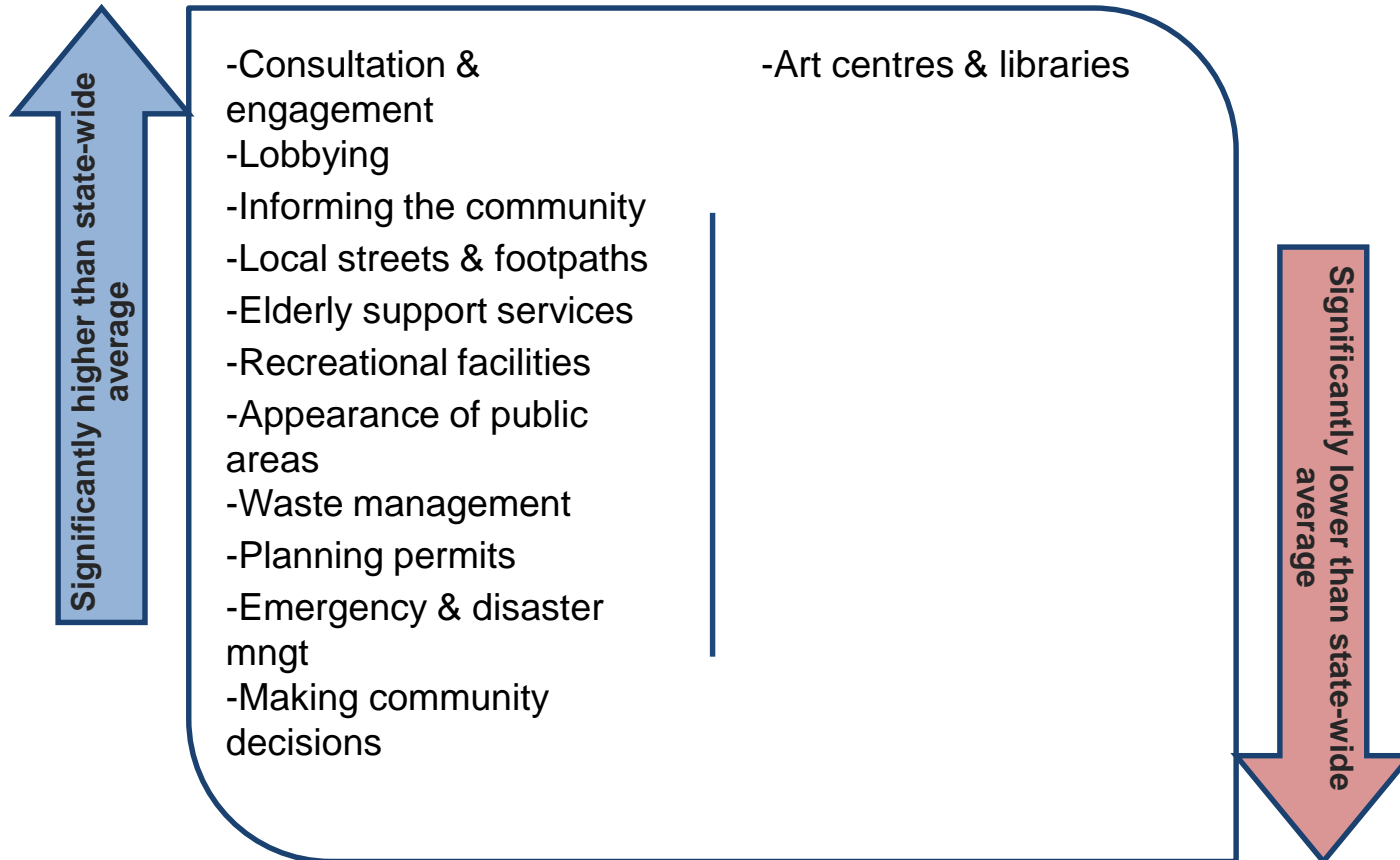
DETAILED PERCENTAGES

Individual Service Areas Performance



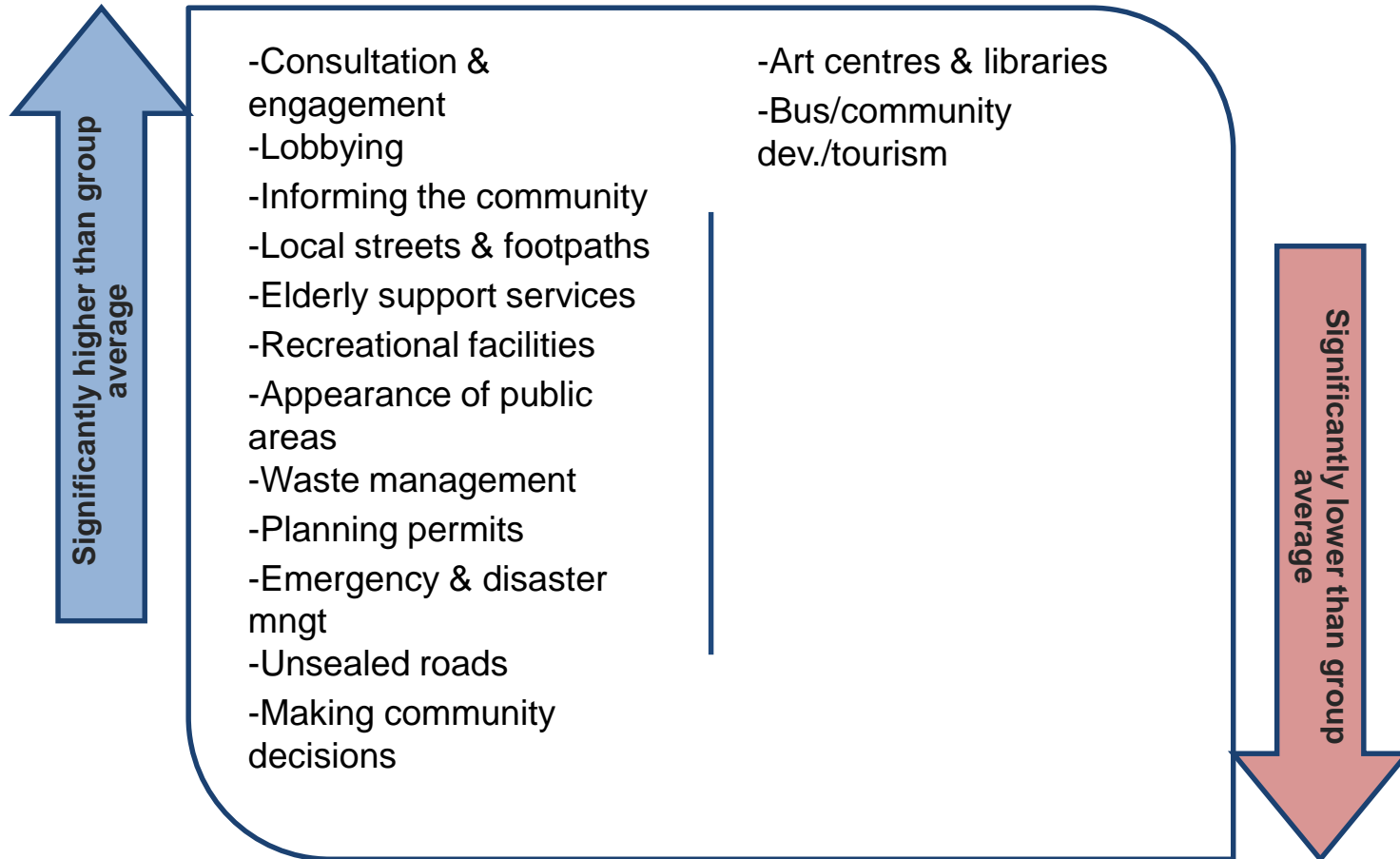
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2017 IMPORTANCE SUMMARY

BY COUNCIL GROUP

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Sealed roads 2. Elderly support services 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management

Bottom Three Most Important Service Areas (Lowest to highest, i.e. 1. = least important)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2017 PERFORMANCE SUMMARY

BY COUNCIL GROUP

Top Three Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Appearance of public areas 2. Elderly support services 3. Waste management 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

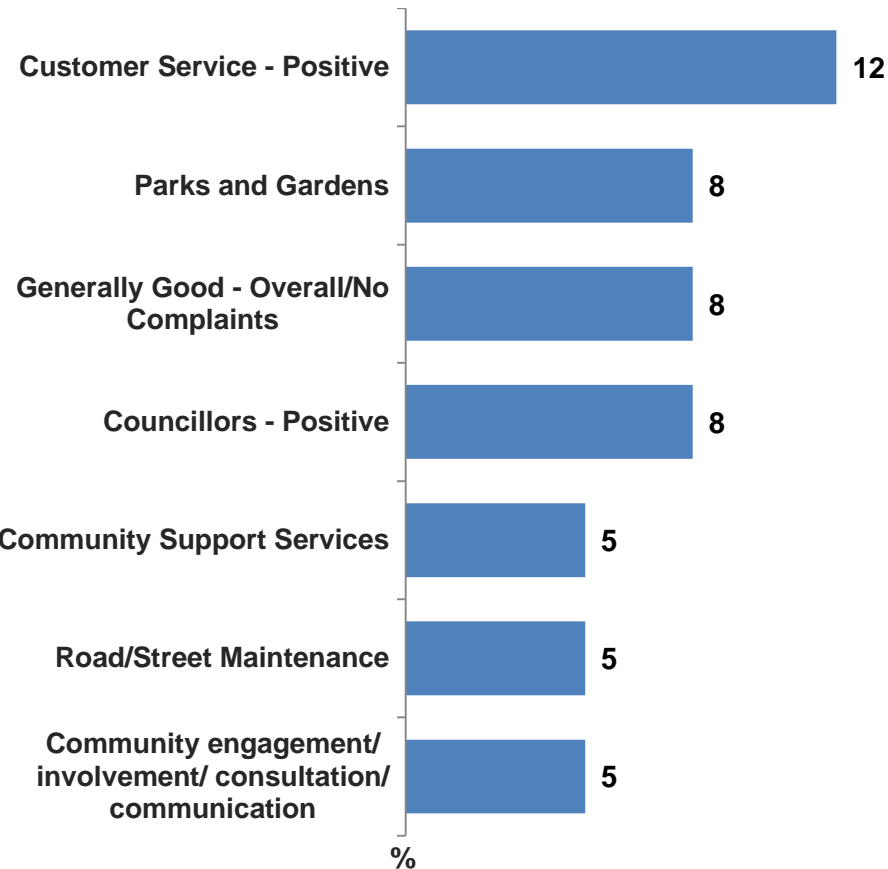
Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Hindmarsh Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

2017 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Best Aspects



2017 Areas for Improvement



Q16. Please tell me what is the ONE BEST thing about Hindmarsh Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

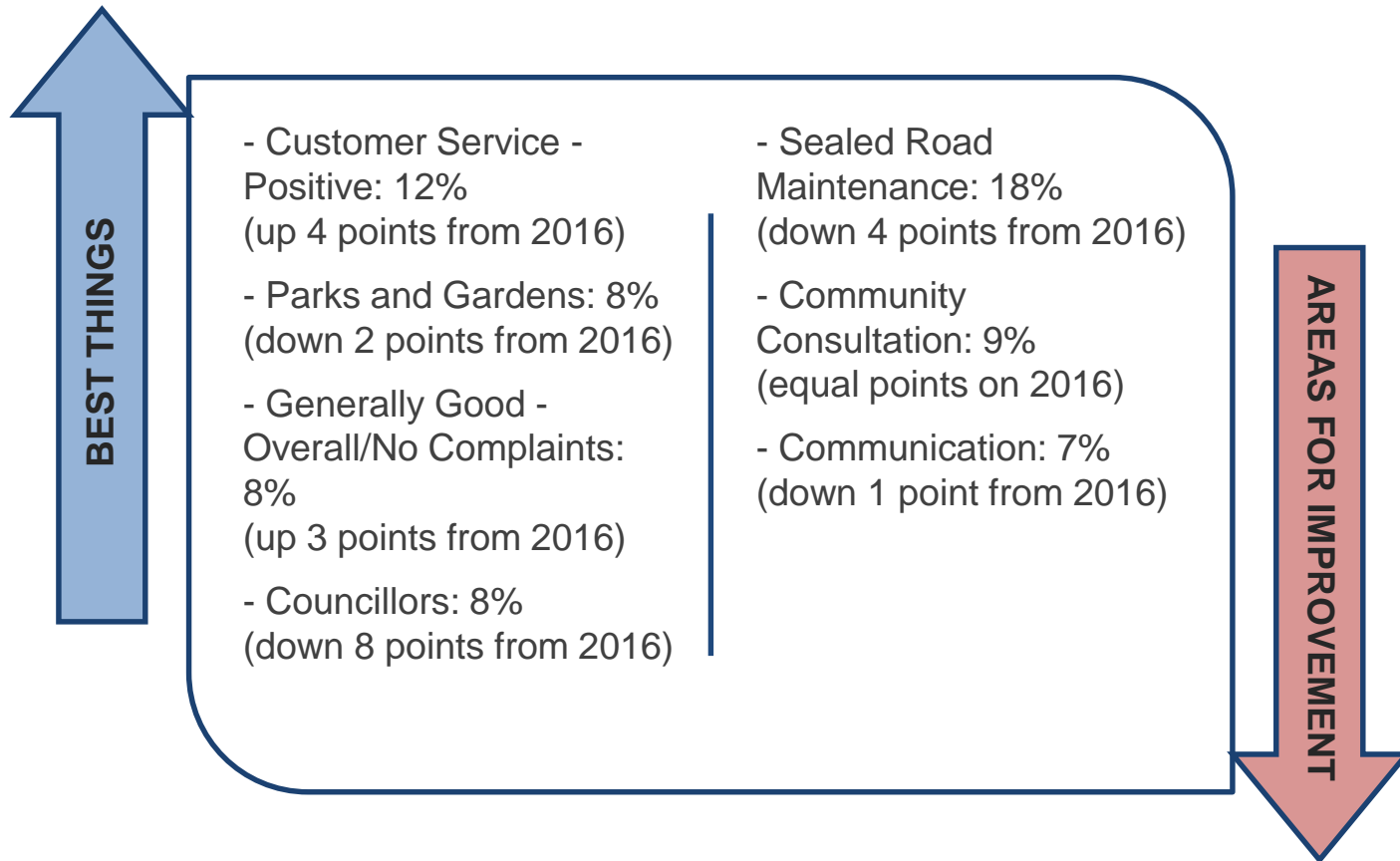
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

Q17. What does Hindmarsh Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

POSITIVES AND AREAS FOR IMPROVEMENT

SUMMARY





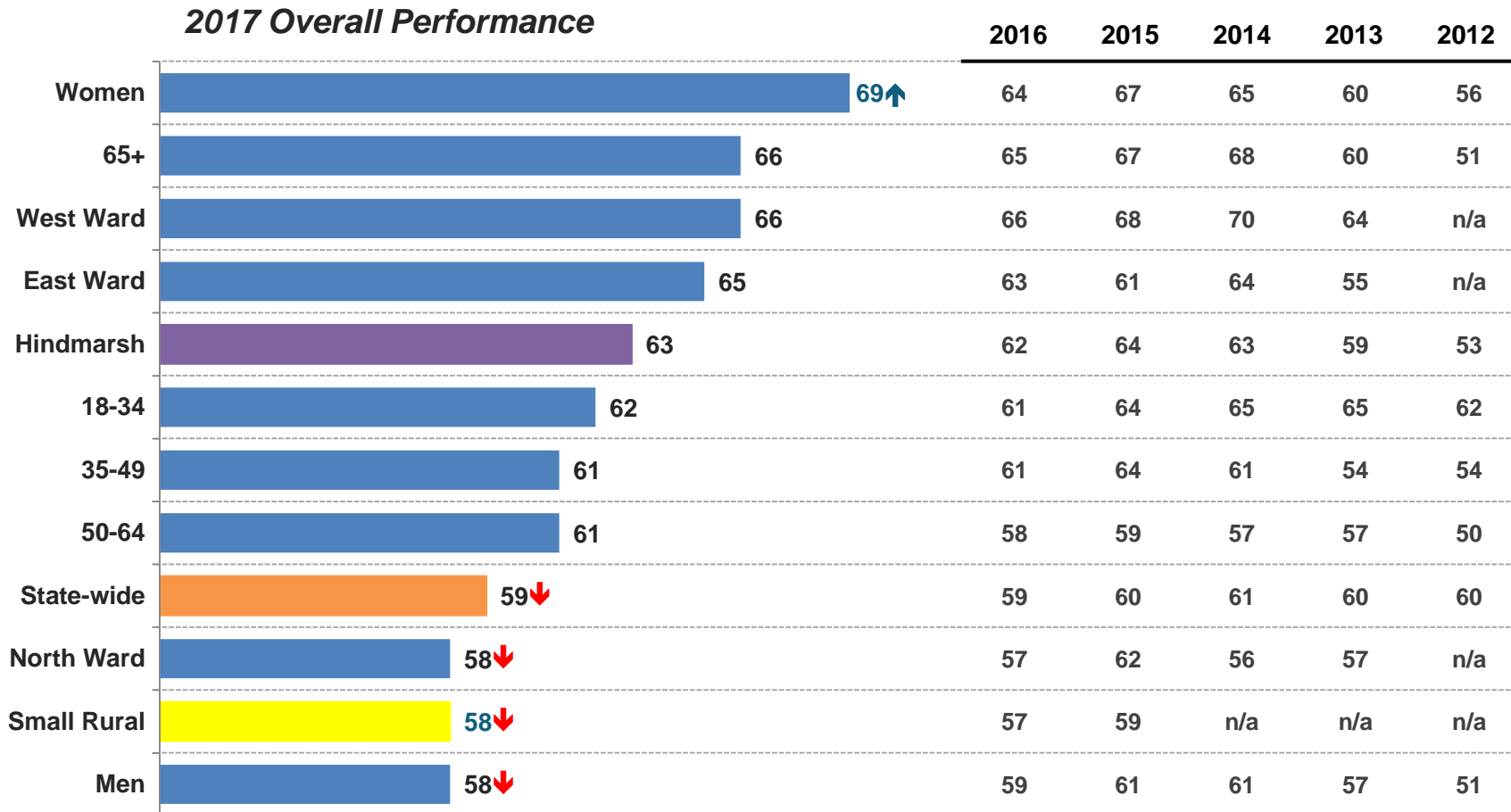
DETAILED FINDINGS



**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE

INDEX SCORES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

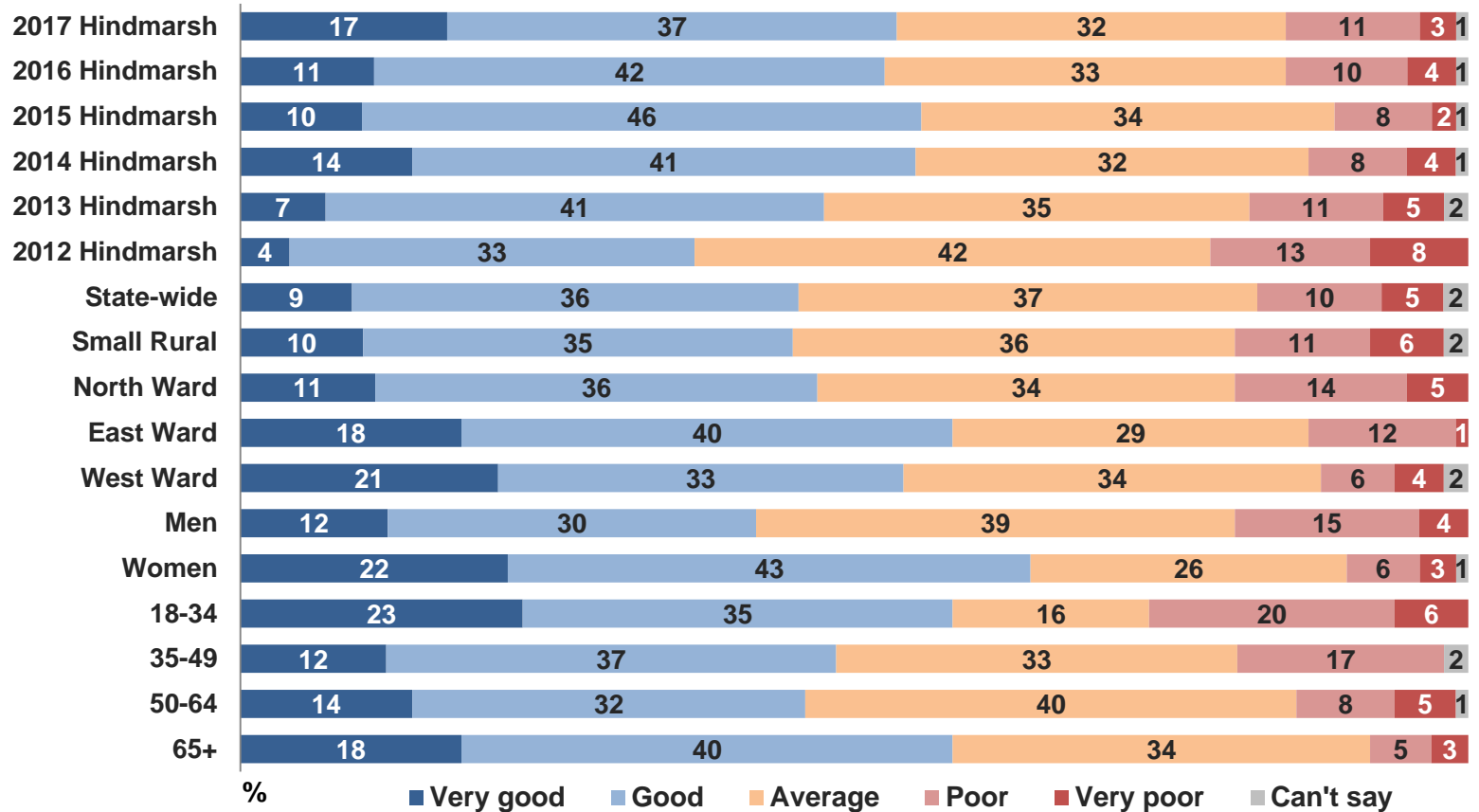
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Hindmarsh Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16



**KEY CORE MEASURE
CUSTOMER SERVICE**

CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Hindmarsh Shire Council

- 64%, equal points on 2016

Most contact with Hindmarsh Shire Council

- Aged 50-64 years

Least contact with Hindmarsh Shire Council

- Aged 18-34 years

Customer service rating

- Index score of 71, down 2 points on 2016

Most satisfied with customer service

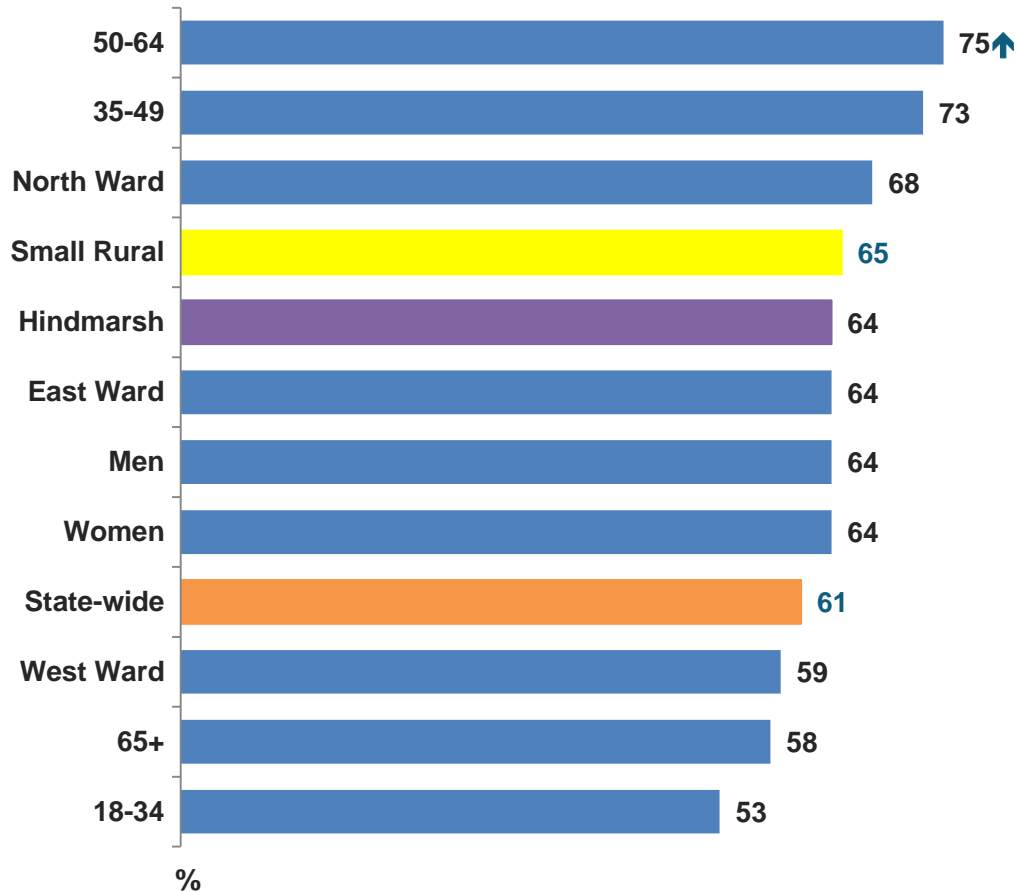
- Aged 18-34 years

Least satisfied with customer service

- Men

2017 CONTACT WITH COUNCIL

2017 Contact with Council



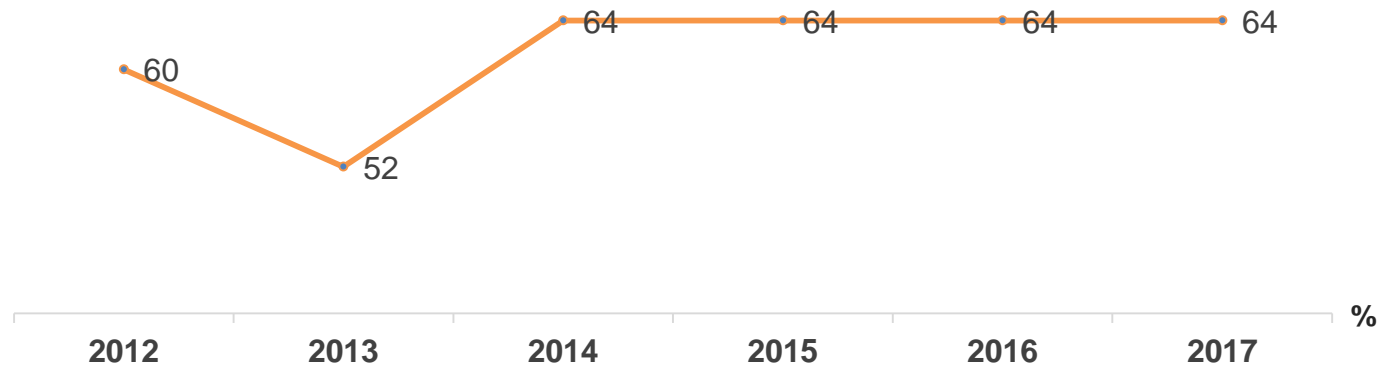
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

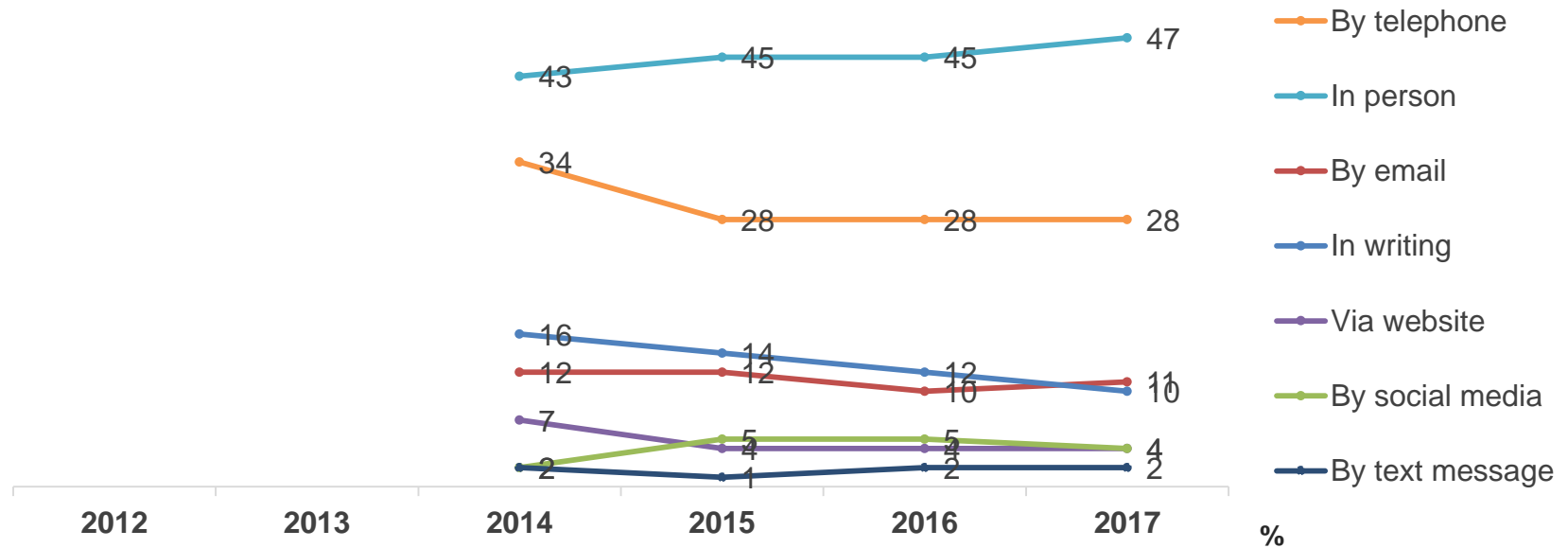
2017 CONTACT WITH COUNCIL

2017 Contact with Council
Have had contact



2017 METHOD OF CONTACT WITH COUNCIL

2017 Method of Contact



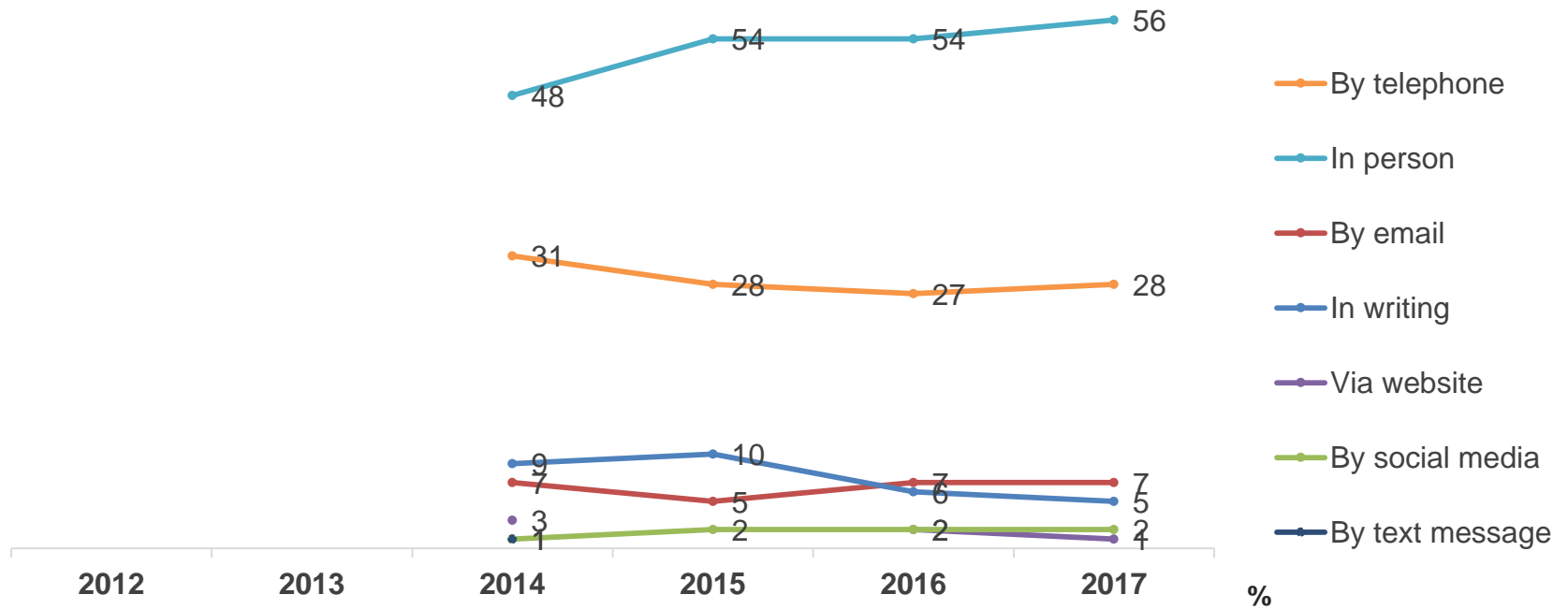
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

2017 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2017 Most Recent Contact

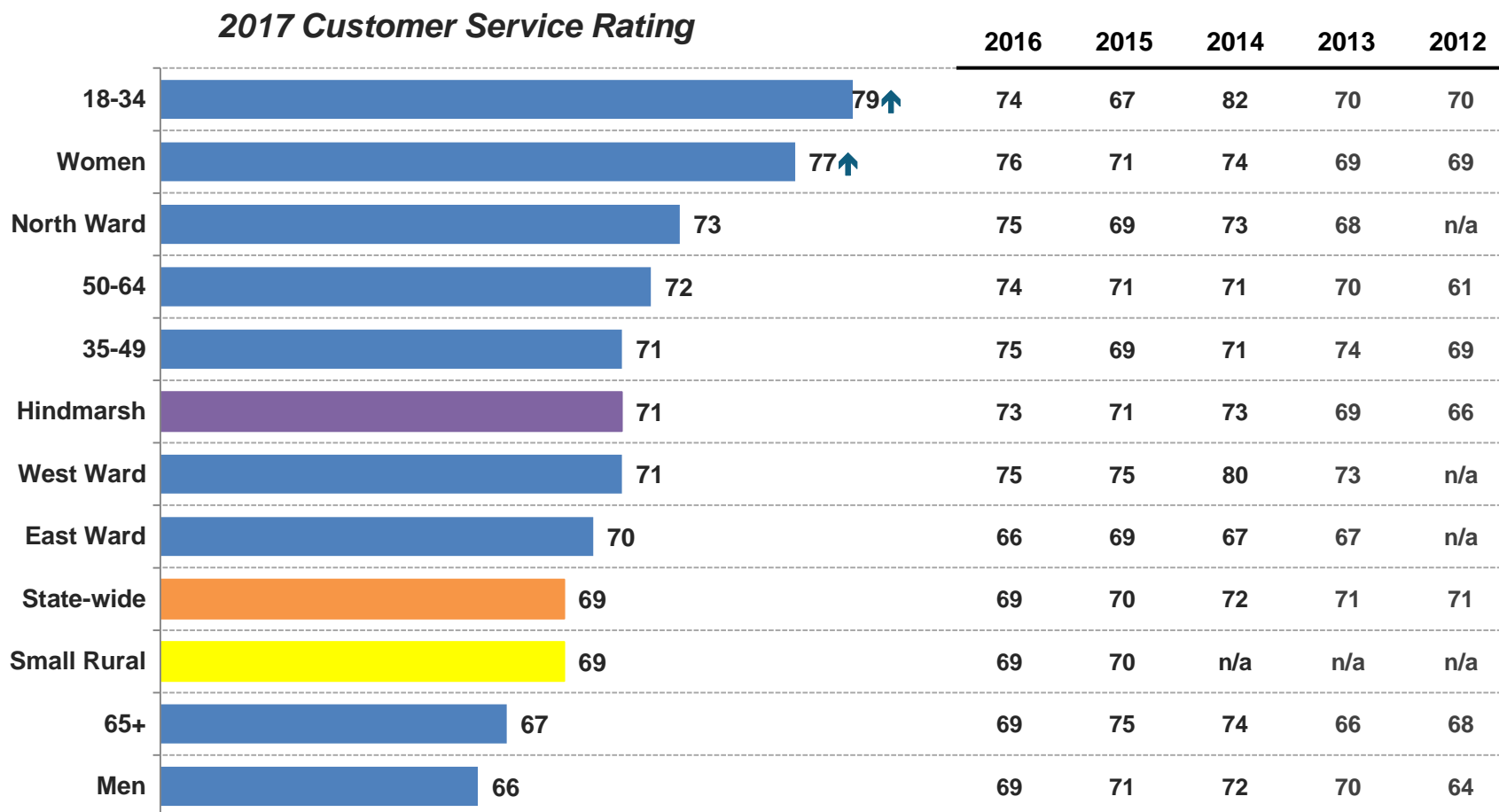


Q5b. What was the method of contact for the most recent contact you had with Hindmarsh Shire Council?

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 19 Councils asked group: 3

2017 CONTACT CUSTOMER SERVICE INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

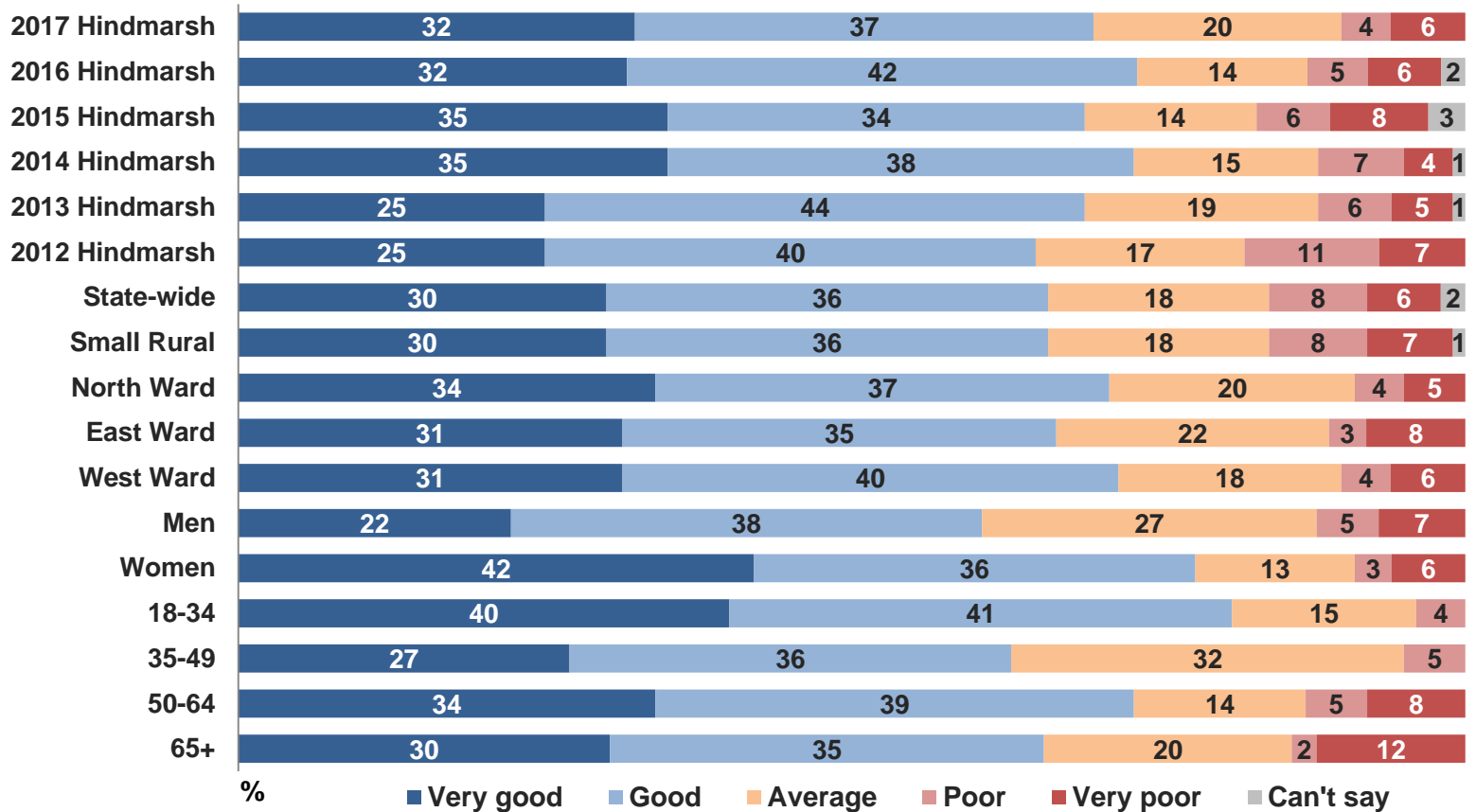
Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 68 Councils asked group: 16

2017 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT

2017 Customer Service Rating

		2016	2015	2014	2013	2012
By social media	77*	93	94	87	n/a	n/a
By text message	75*	75	n/a	61	n/a	n/a
In person	75	74	74	77	n/a	n/a
By telephone	72	71	72	69	n/a	n/a
By email	61*	64	65	62	n/a	n/a
Via website	61*	82	75	63	n/a	n/a
In writing	49*	74	55	76	n/a	n/a

5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 19 Councils asked group: 3

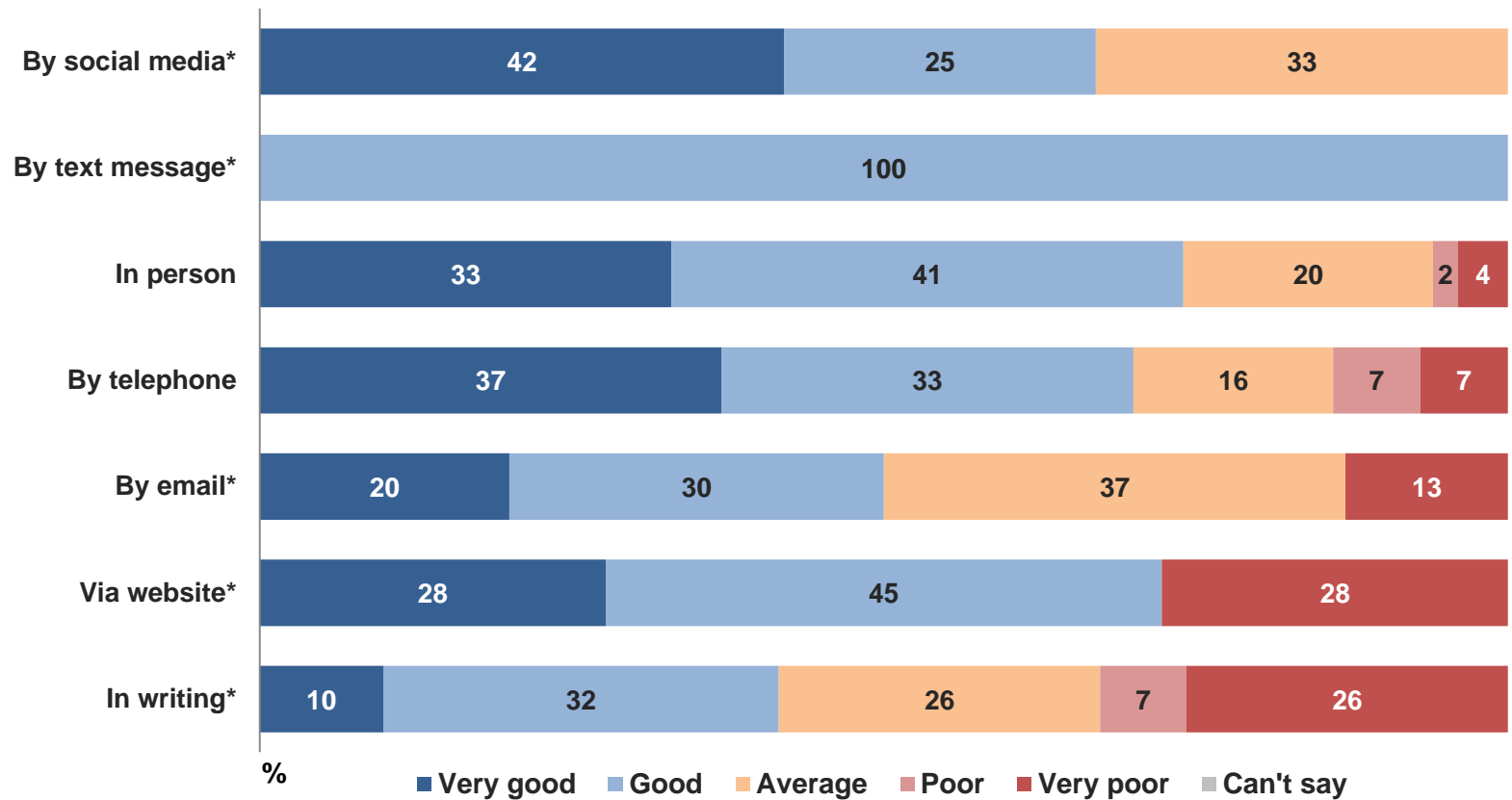
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

2017 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Hindmarsh Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 19 Councils asked group: 3

*Caution: small sample size < n=30

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines and nodes overlaid on the landmass, suggesting a data or infrastructure network. The map is centered on the continental United States, with the Atlantic Ocean to the east and the Pacific Ocean to the west. The network is most prominent in the eastern and central regions.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION

SUMMARY

Council Direction from Q6

- 62% stayed about the same, up 2 points on 2016
- 22% improved, down 2 points on 2016
- 13% deteriorated, up 2 points on 2016

Most satisfied with Council Direction from Q6

- East Ward
- Women
- Aged 18-34 years

Least satisfied with Council Direction from Q6

- West Ward
- North Ward
- Men

Direction Headed from Q8

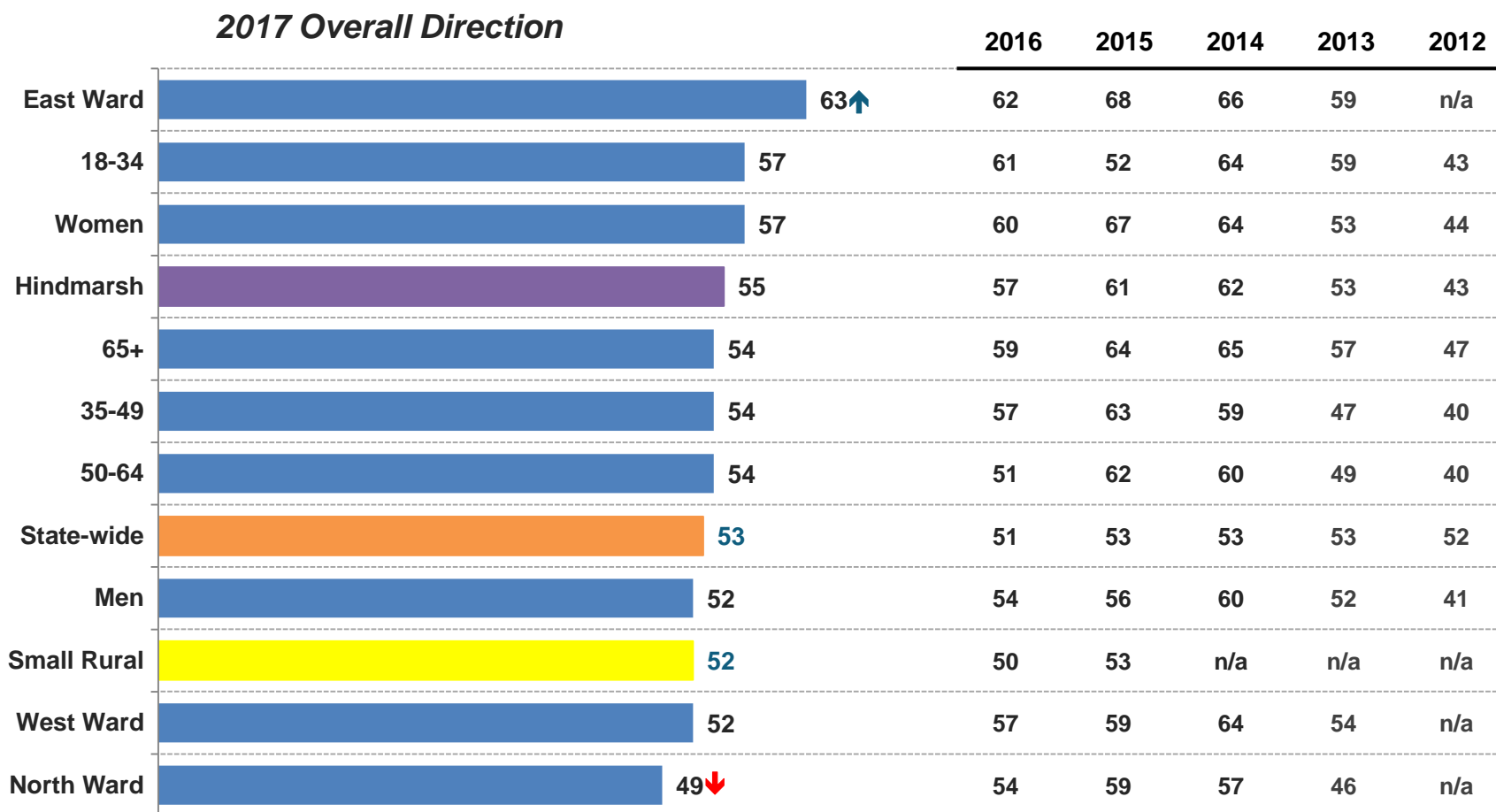
- 68% right direction (22% definitely and 45% probably)
- 19% wrong direction (9% probably and 10% definitely)

Rates vs Services Trade-Off from Q10

- 35% prefer rate rise, up 5 points on 2016
- 47% prefer service cuts, down 4 points on 2016

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?

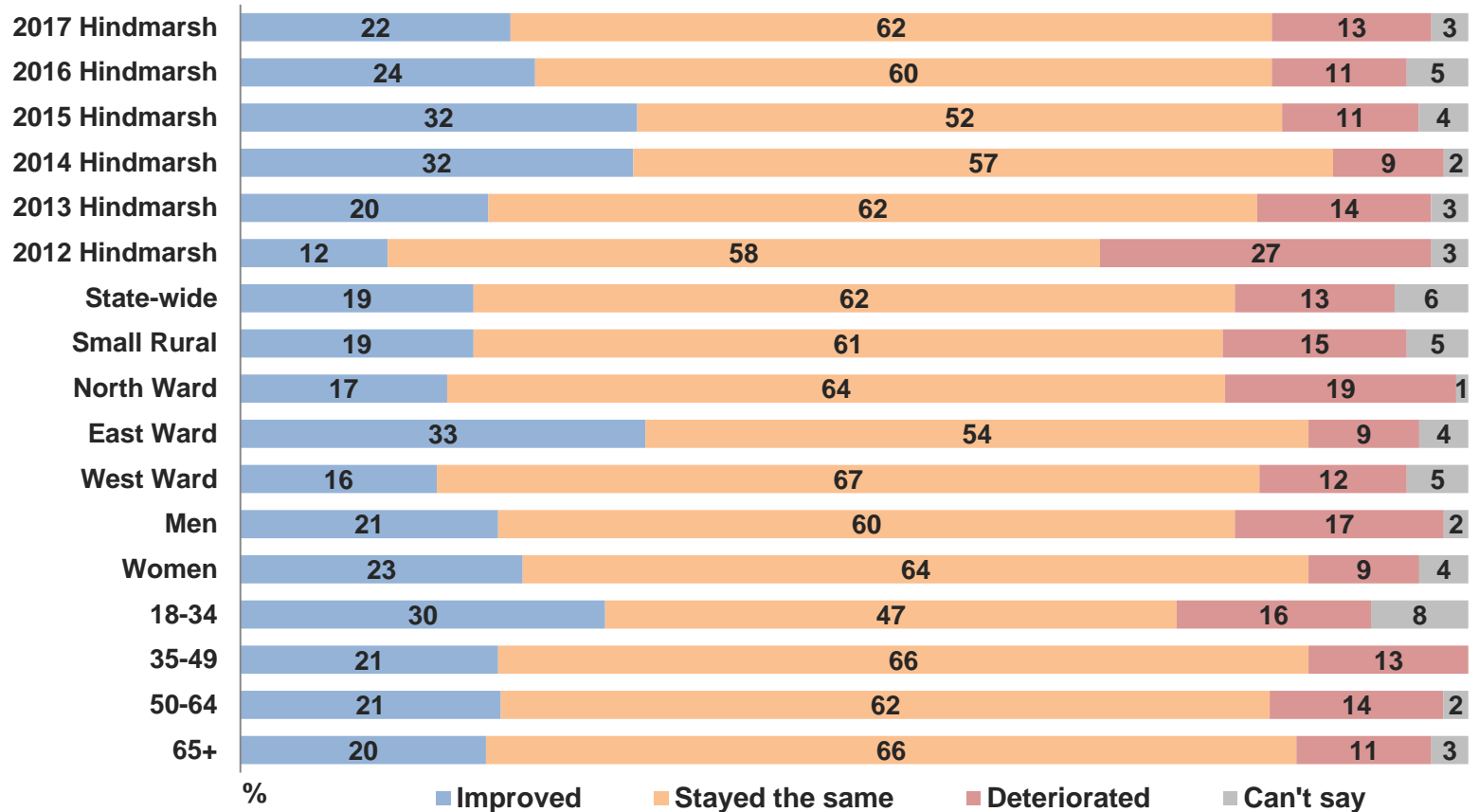
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2017 Overall Direction

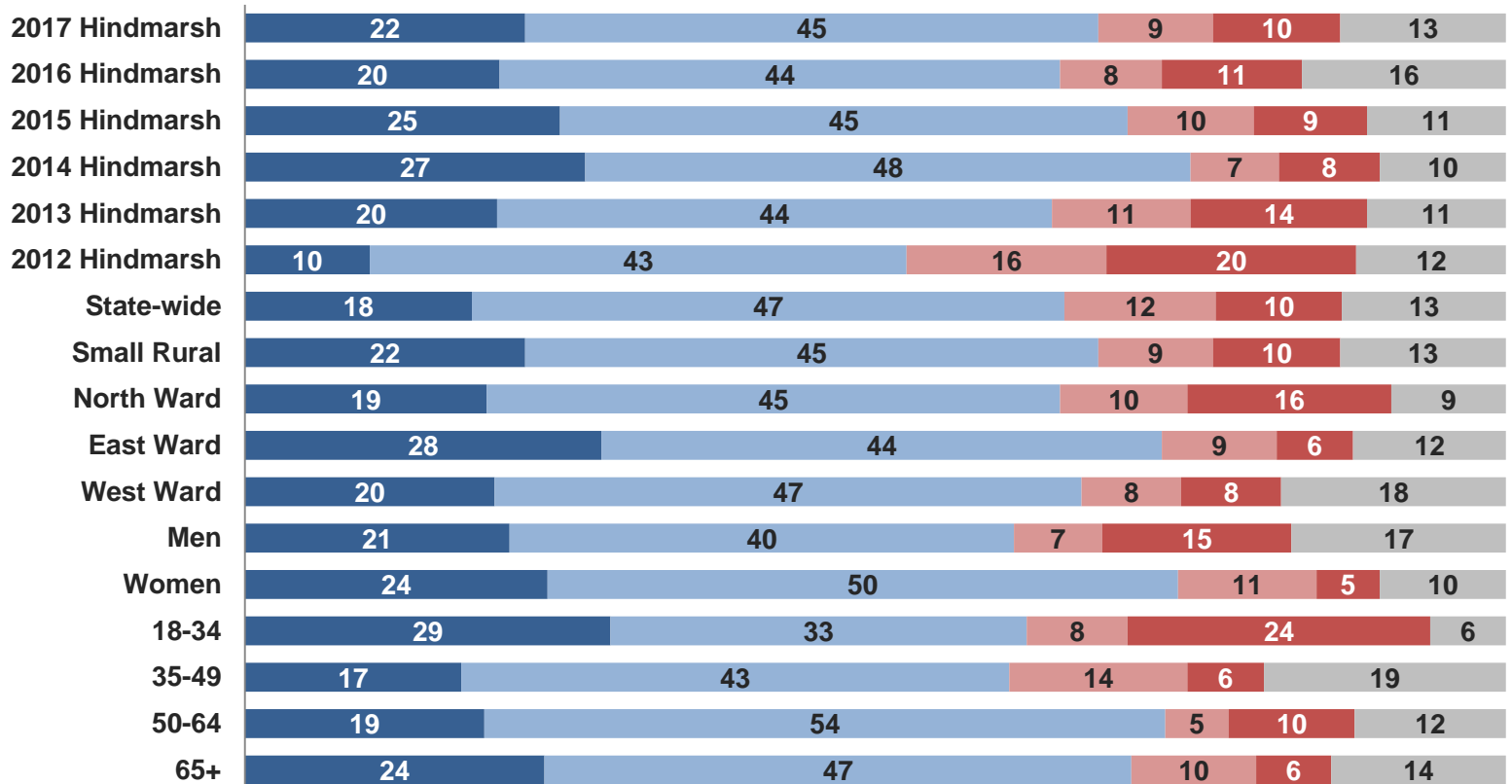


Q6. Over the last 12 months, what is your view of the direction of Hindmarsh Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 RIGHT/WRONG DIRECTION

DETAILED PERCENTAGES

2017 Future Direction



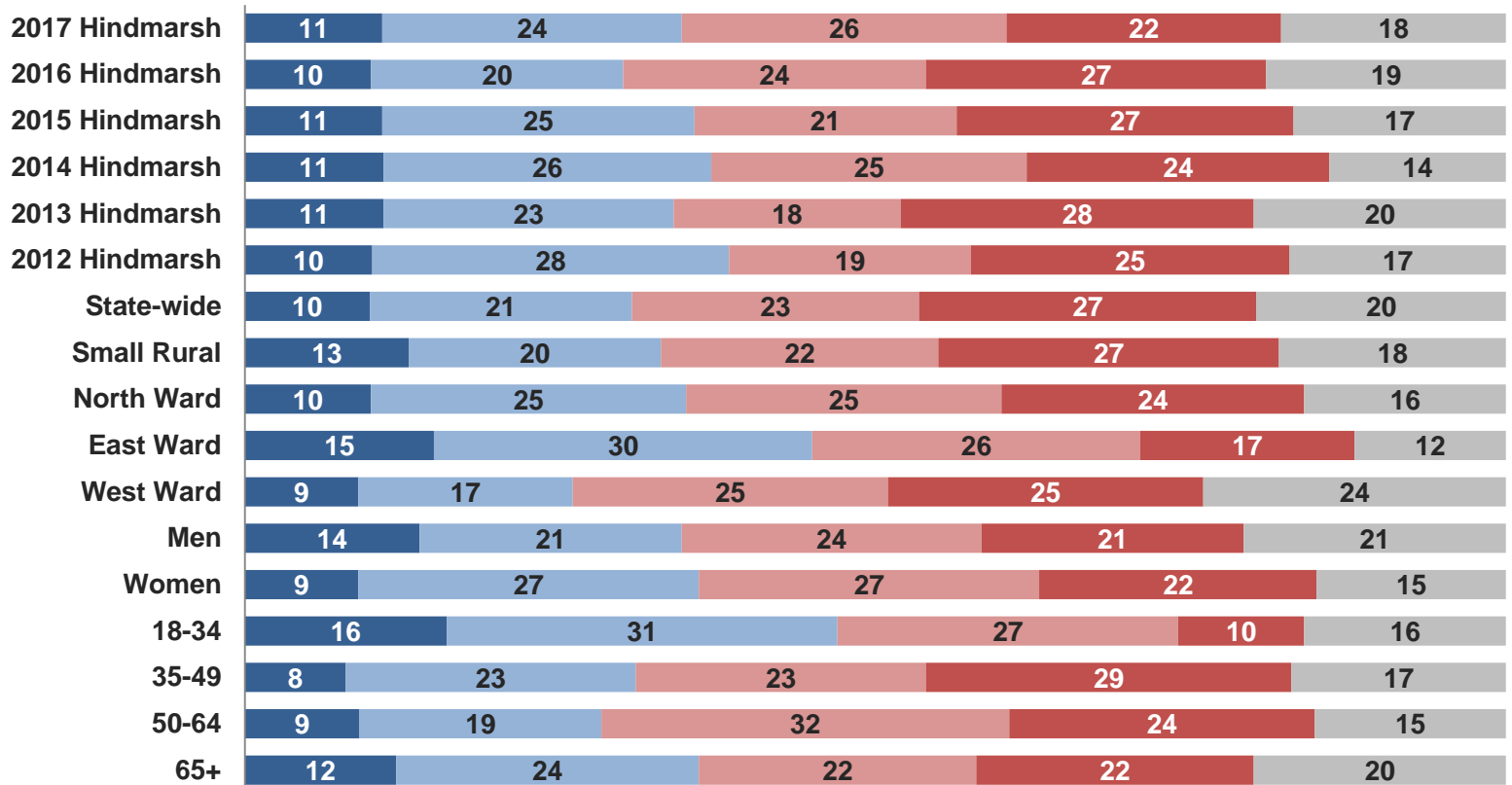
■ Definitely right direction
 ■ Probably right direction
 ■ Probably wrong direction
 ■ Definitely wrong direction
 ■ Can't say

Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 1

2017 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES

2017 Rate Rise v Service Cut



%

■ Definitely prefer rate rise ■ Probably prefer rate rise ■ Probably prefer service cuts ■ Definitely prefer service cuts ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

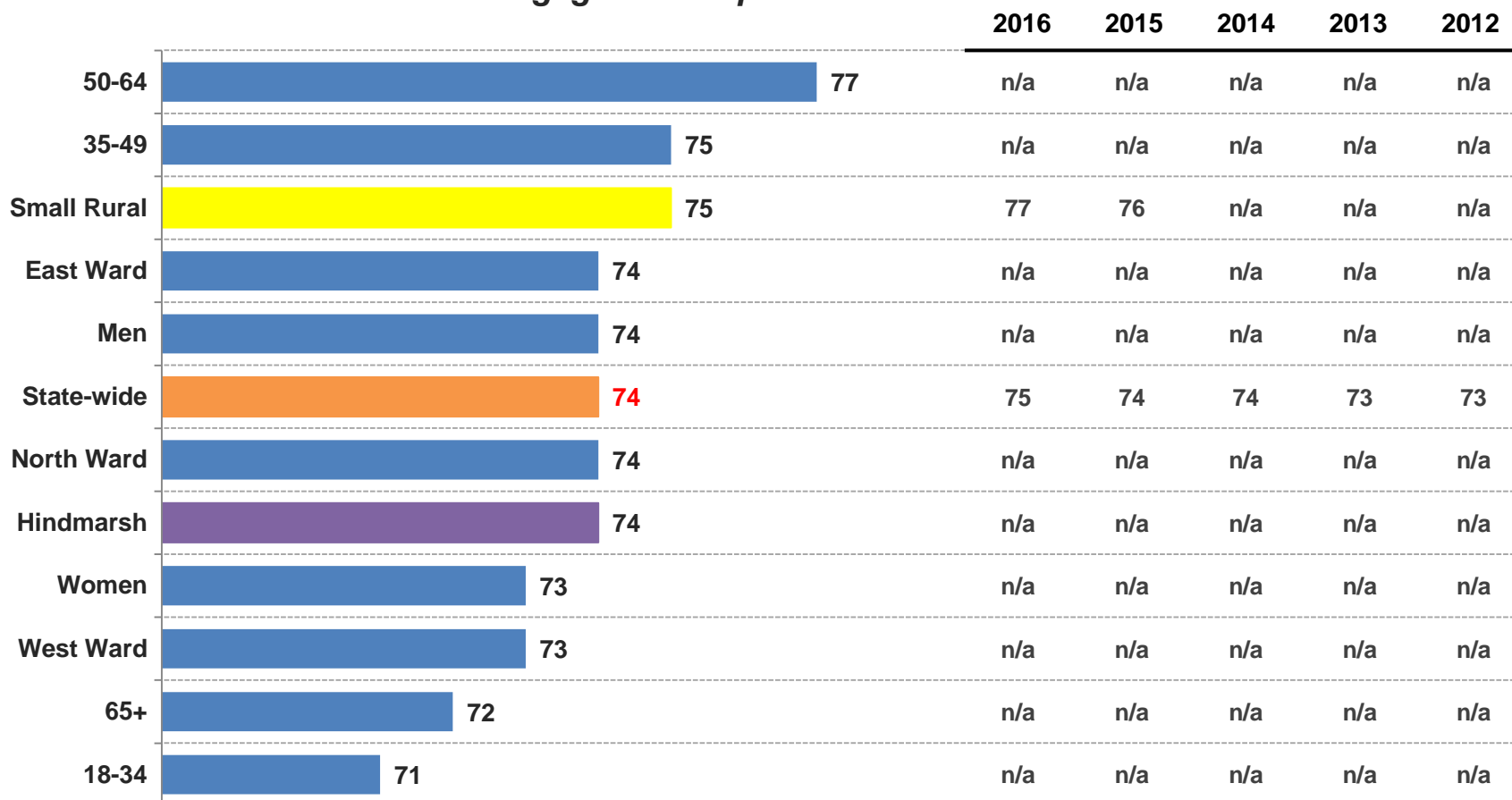
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4



INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2017 Consultation and Engagement Importance



Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

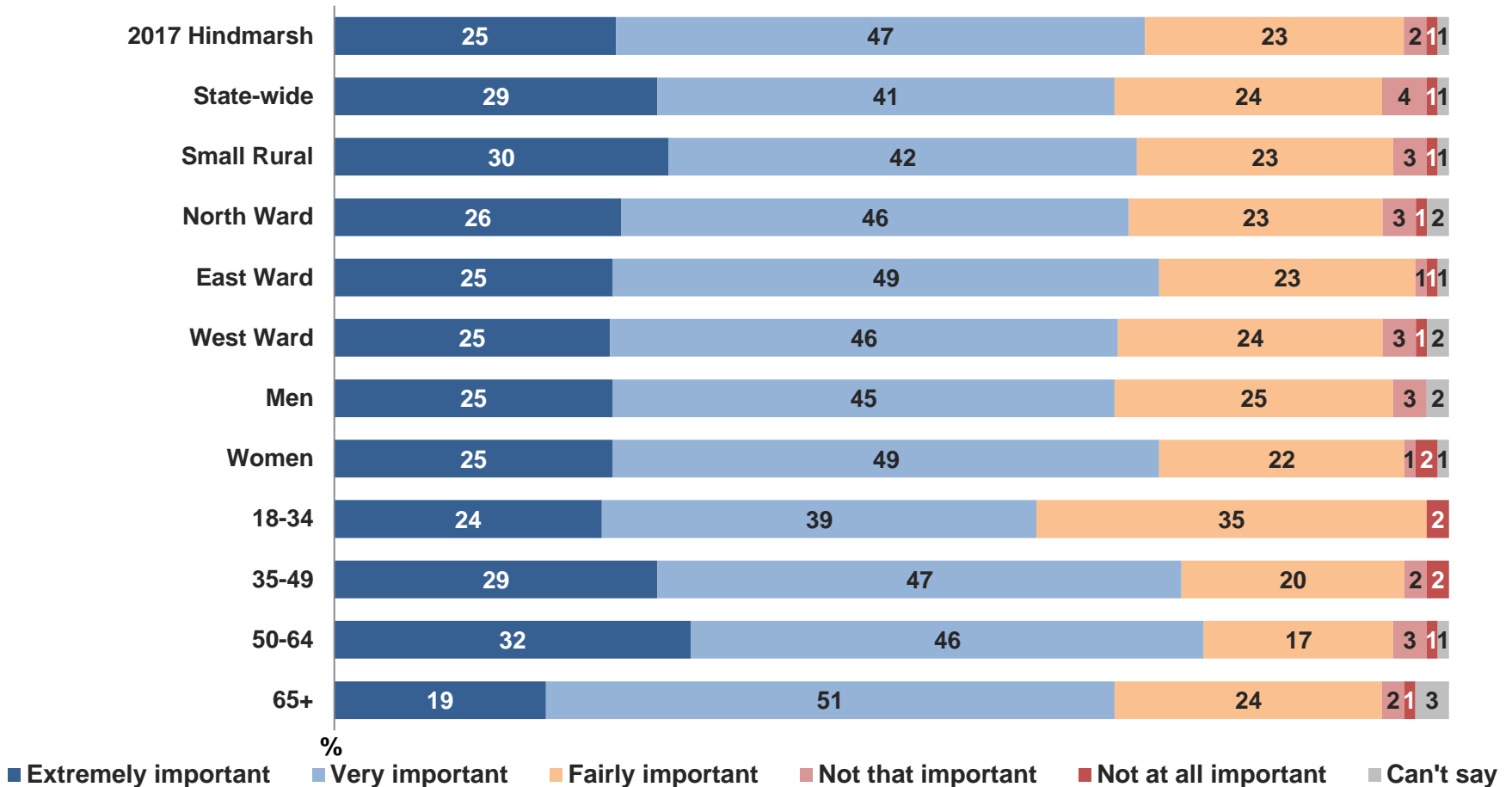
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Consultation and Engagement Importance



Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2017 Consultation and Engagement Performance

		2016	2015	2014	2013	2012
Women	64↑	60	61	63	56	51
65+	60	62	59	64	56	49
18-34	60	58	64	68	55	55
West Ward	60	61	63	66	58	n/a
East Ward	60	62	56	60	52	n/a
50-64	59	59	57	56	54	48
Hindmarsh	59	59	59	62	54	50
North Ward	57	55	58	60	53	n/a
Small Rural	55↓	55	56	n/a	n/a	n/a
State-wide	55↓	54	56	57	57	57
35-49	54	55	59	61	53	52
Men	54↓	58	57	61	53	49

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

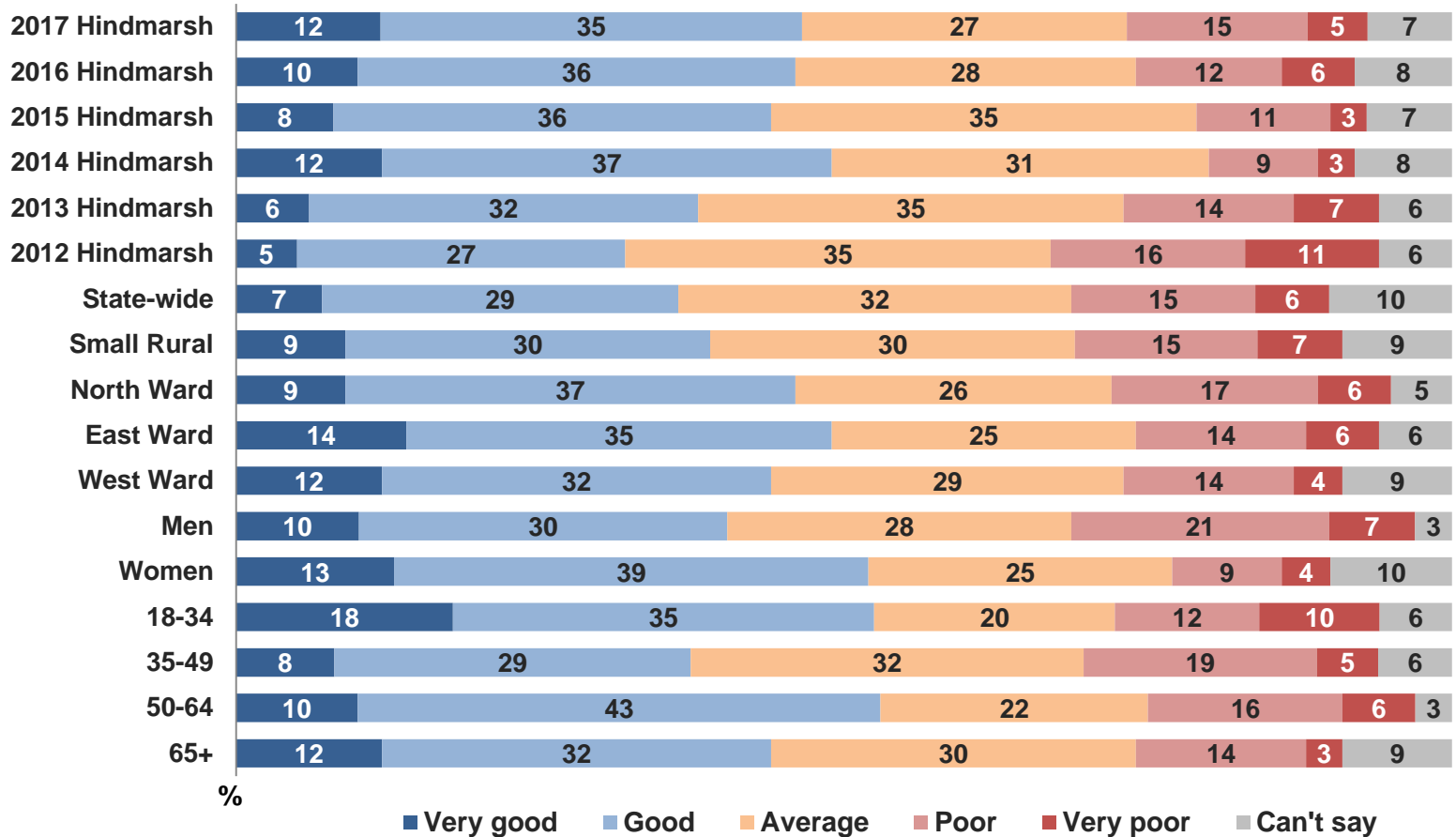
Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2017 Consultation and Engagement Performance



Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Lobbying Importance

	2016	2015	2014	2013	2012
North Ward	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a
Hindmarsh	n/a	n/a	n/a	n/a	n/a
West Ward	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a
Small Rural	71	72	n/a	n/a	n/a
East Ward	n/a	n/a	n/a	n/a	n/a
State-wide	69	69	70	70	70
18-34	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?

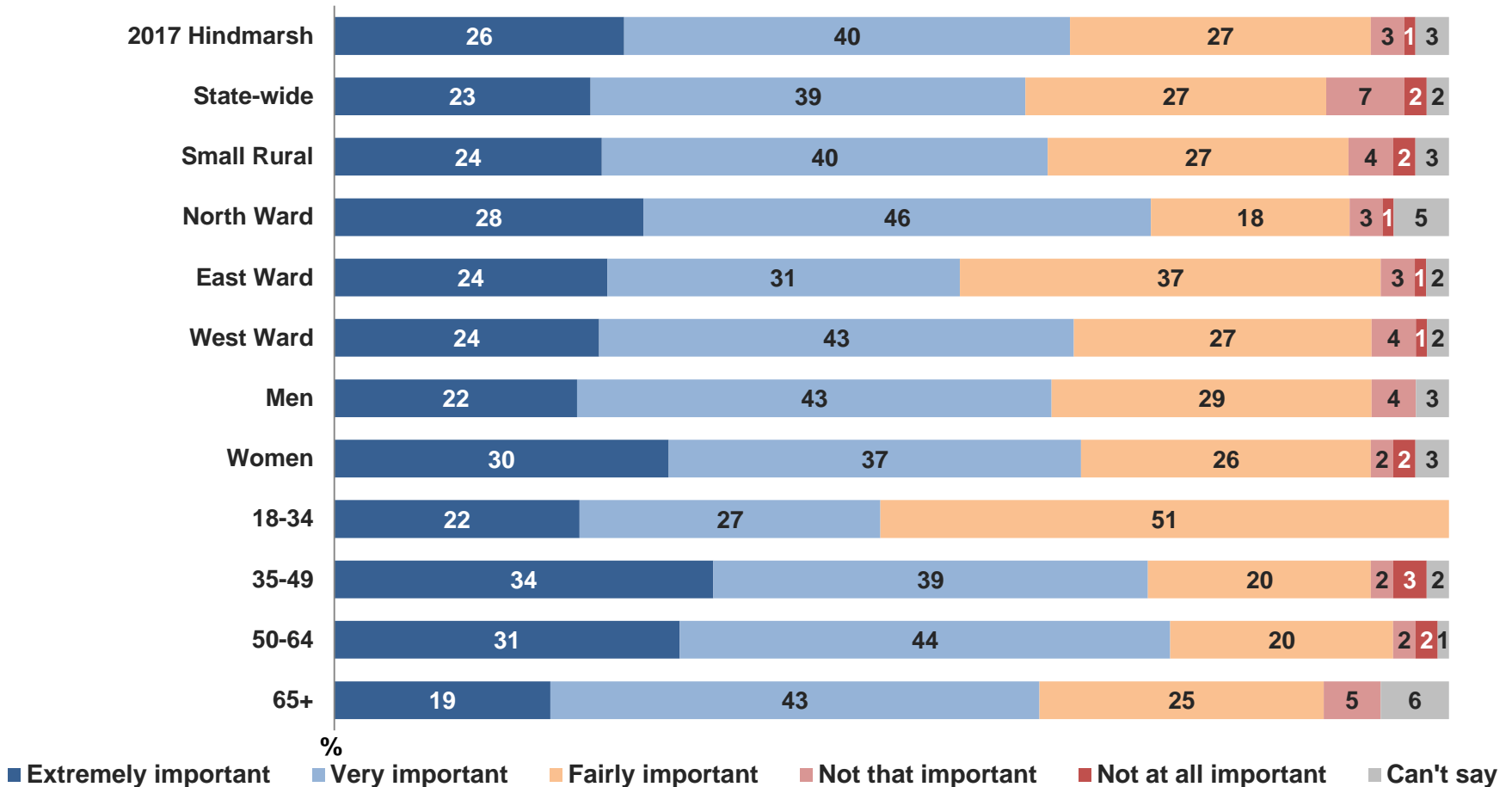
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Lobbying Importance

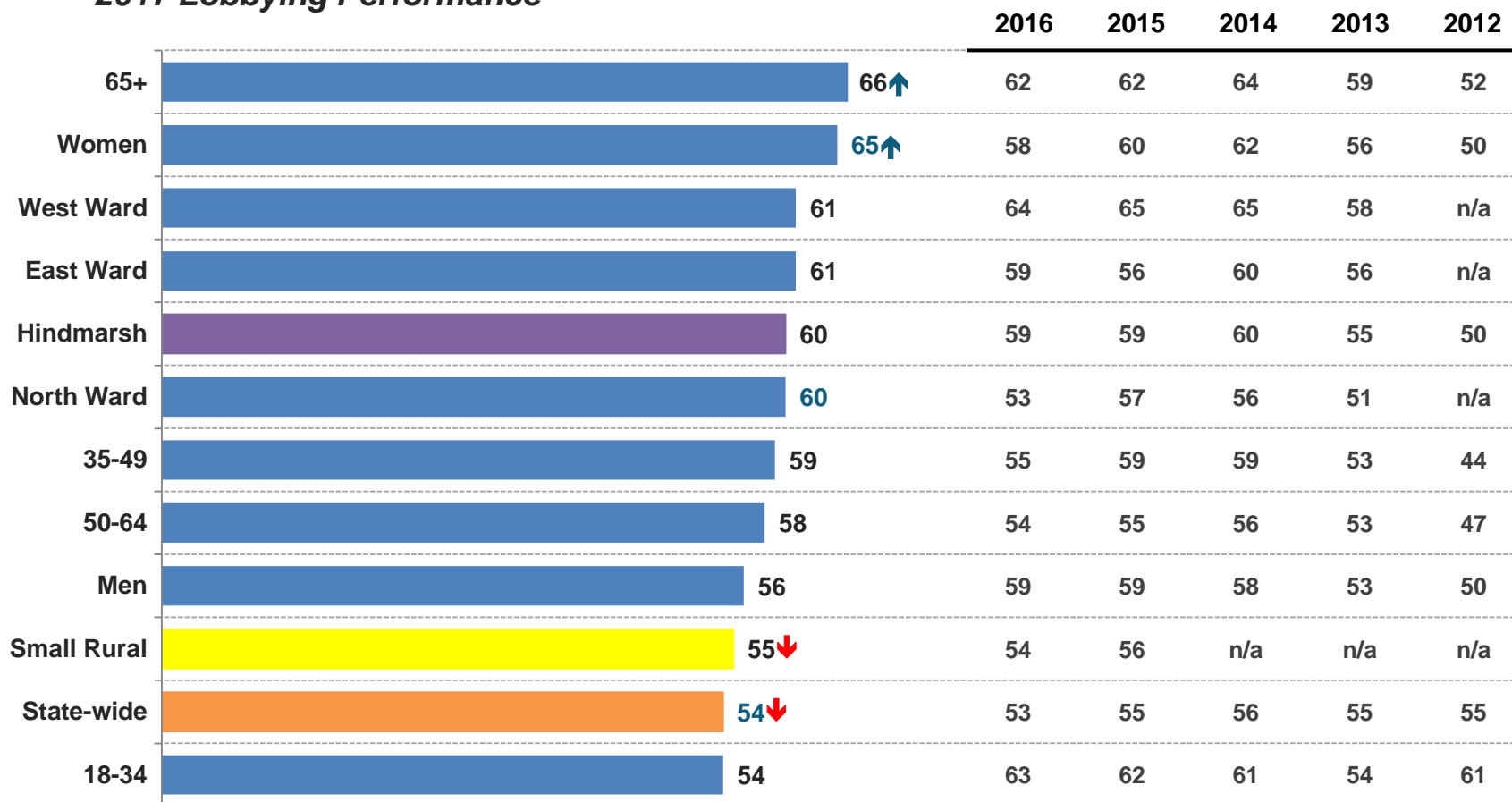


Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 5

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

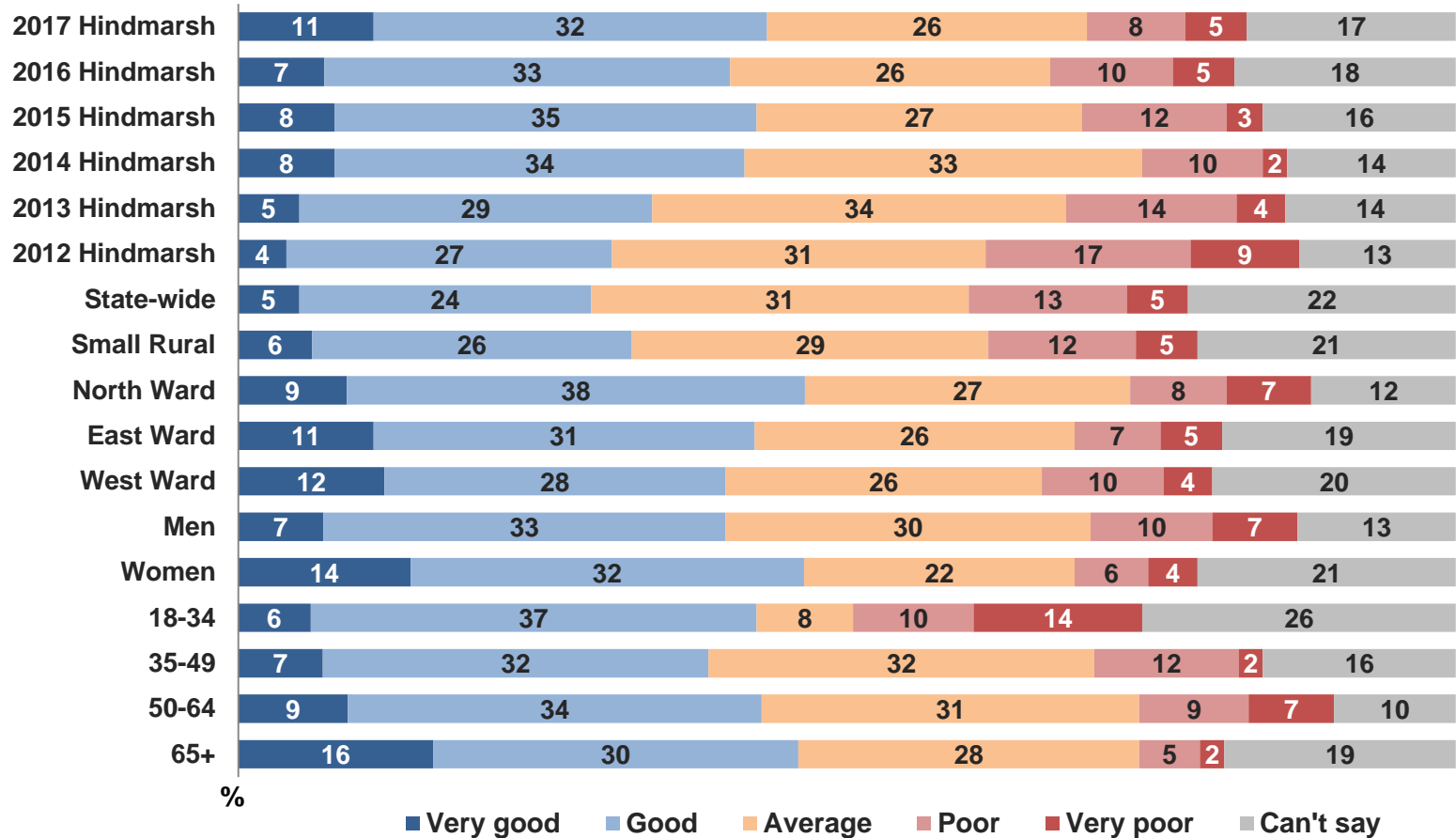
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES



2017 Community Decisions Made Importance

		2016	2015	2014	2013	2012
35-49	82	n/a	n/a	n/a	n/a	n/a
North Ward	82↑	n/a	n/a	n/a	n/a	n/a
Women	80	n/a	n/a	n/a	n/a	n/a
State-wide	79	80	80	79	n/a	n/a
Hindmarsh	78	n/a	n/a	n/a	n/a	n/a
Small Rural	78	n/a	82	n/a	n/a	n/a
50-64	78	n/a	n/a	n/a	n/a	n/a
West Ward	78	n/a	n/a	n/a	n/a	n/a
18-34	78	n/a	n/a	n/a	n/a	n/a
65+	77	n/a	n/a	n/a	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a
East Ward	76	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

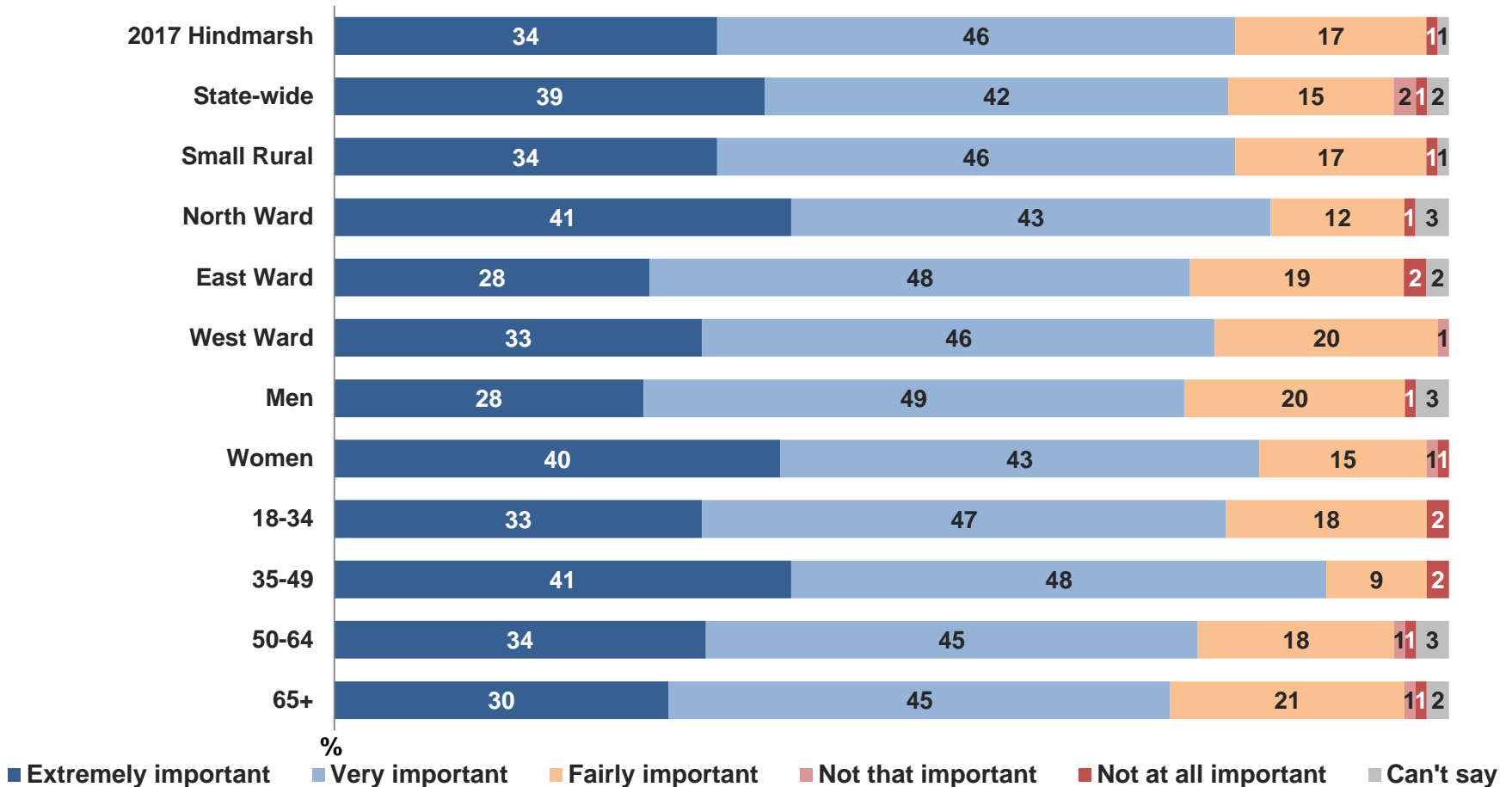
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Community Decisions Made Importance



Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 Community Decisions Made Performance

		2016	2015	2014	2013	2012
Women	63↑	60	62	61	n/a	n/a
65+	61	63	60	64	n/a	n/a
East Ward	60	56	54	60	n/a	n/a
35-49	59	54	60	57	n/a	n/a
Hindmarsh	58	57	60	59	n/a	n/a
North Ward	58	54	58	55	n/a	n/a
West Ward	57	62	65	64	n/a	n/a
50-64	56	54	56	54	n/a	n/a
18-34	55	55	64	60	n/a	n/a
Small Rural	55↓	53	56	n/a	n/a	n/a
State-wide	54↓	54	55	57	n/a	n/a
Men	54	55	58	57	n/a	n/a

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

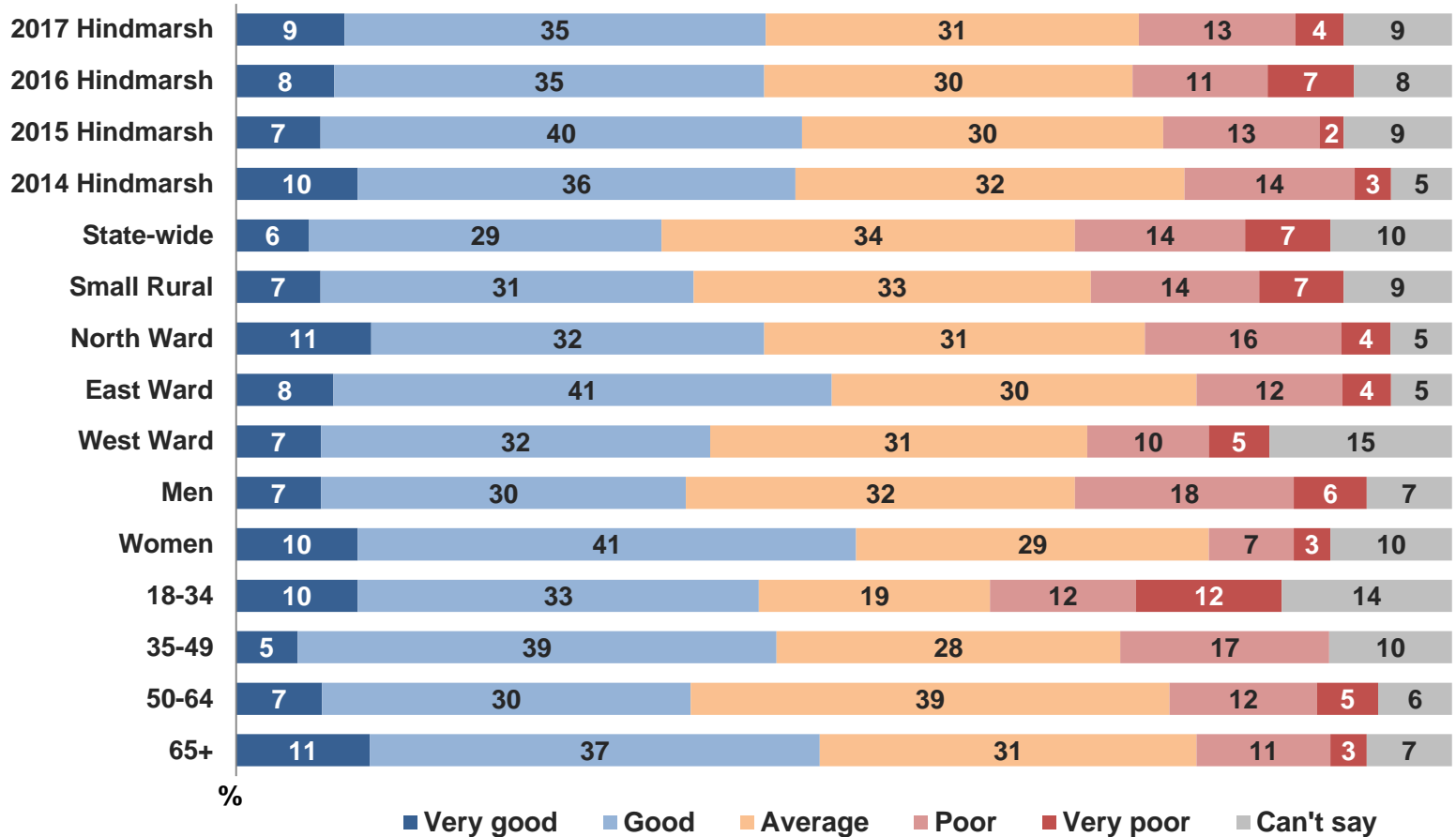
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 Community Decisions Made Performance



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2017 Sealed Local Roads Importance

		2016	2015	2014	2013	2012
50-64	84	n/a	n/a	n/a	n/a	n/a
North Ward	82	n/a	n/a	n/a	n/a	n/a
35-49	82	n/a	n/a	n/a	n/a	n/a
Women	81	n/a	n/a	n/a	n/a	n/a
East Ward	81	n/a	n/a	n/a	n/a	n/a
Hindmarsh	81	n/a	n/a	n/a	n/a	n/a
Small Rural	81	n/a	78	n/a	n/a	n/a
Men	80	n/a	n/a	n/a	n/a	n/a
65+	80	n/a	n/a	n/a	n/a	n/a
West Ward	79	n/a	n/a	n/a	n/a	n/a
State-wide	78↓	78	76	77	n/a	n/a
18-34	77	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

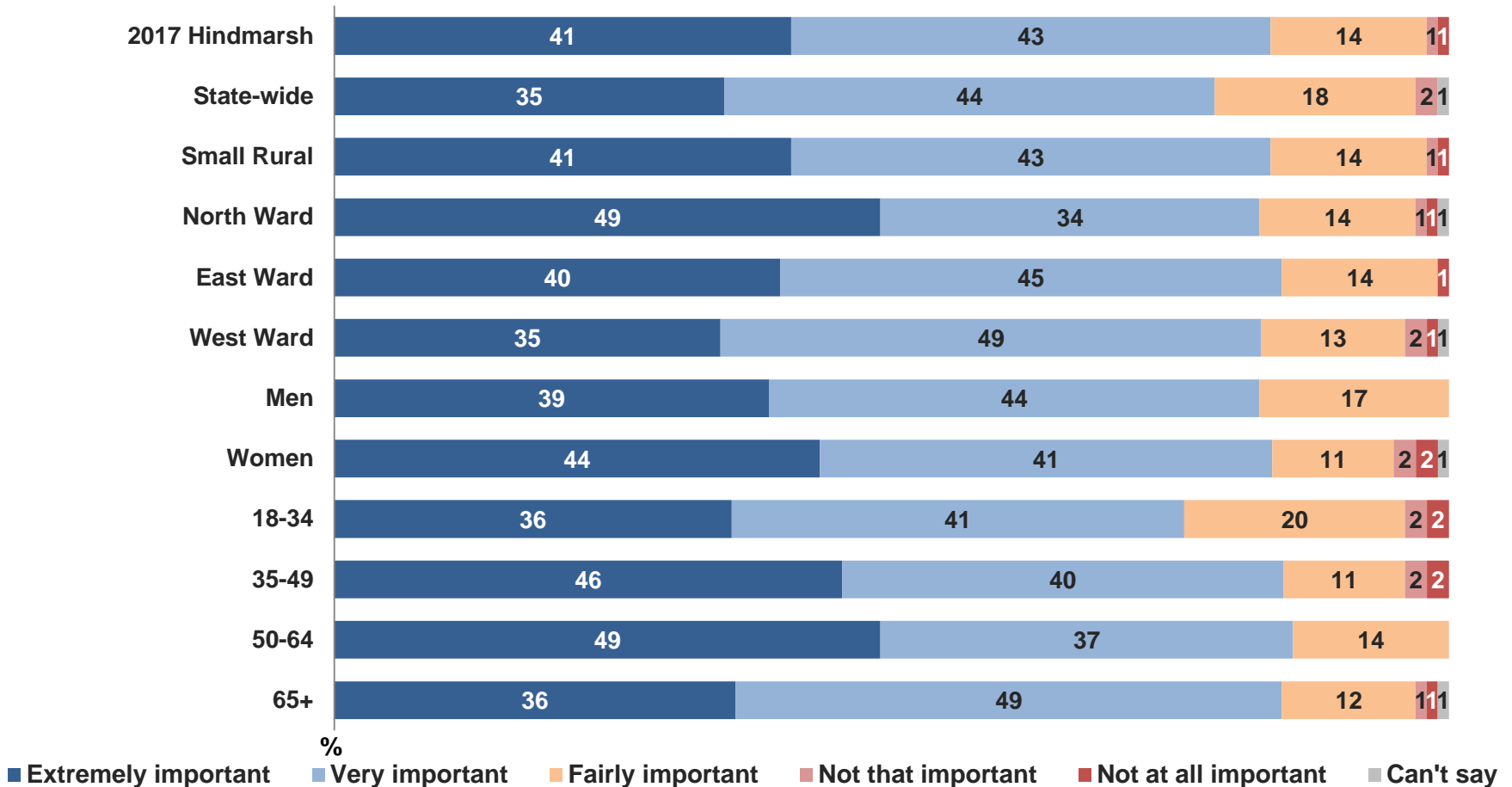
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Sealed Local Roads Importance



Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Sealed Local Roads Performance

		2016	2015	2014	2013	2012
West Ward	59↑	51	52	58	n/a	n/a
35-49	56	39	44	43	n/a	n/a
Women	56	46	49	49	n/a	n/a
East Ward	54	46	51	47	n/a	n/a
65+	54	51	51	48	n/a	n/a
State-wide	53	54	55	55	n/a	n/a
Hindmarsh	52	45	47	47	n/a	n/a
50-64	50	40	48	43	n/a	n/a
Small Rural	50	52	52	n/a	n/a	n/a
Men	49	45	45	44	n/a	n/a
18-34	47	49	41	54	n/a	n/a
North Ward	43↓	39	40	38	n/a	n/a

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

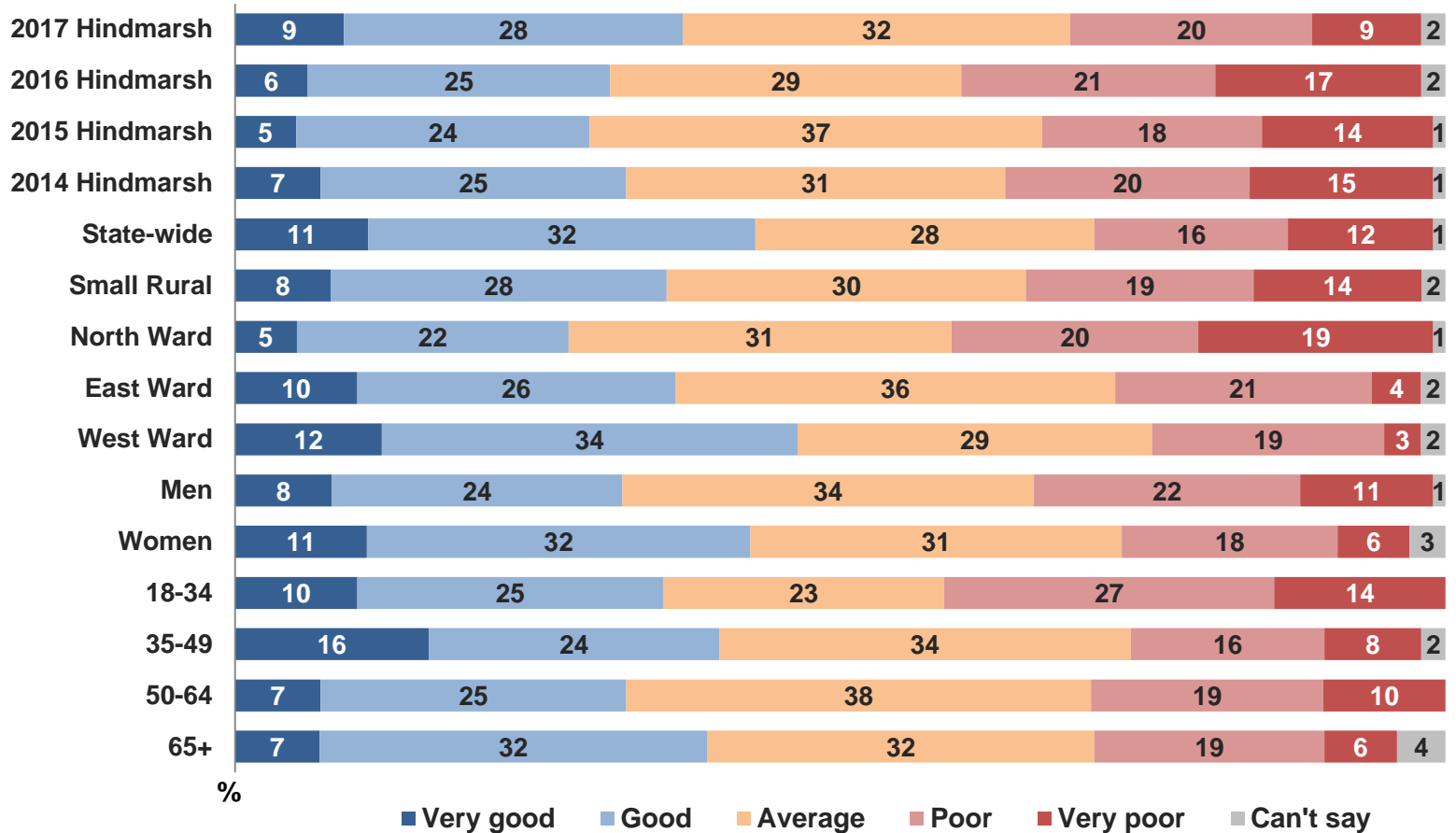
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 16

2017 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Informing Community Importance

		2016	2015	2014	2013	2012
North Ward	76	n/a	n/a	n/a	n/a	n/a
Small Rural	76	78	76	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a
50-64	75	n/a	n/a	n/a	n/a	n/a
State-wide	74	76	75	75	75	75
35-49	74	n/a	n/a	n/a	n/a	n/a
Hindmarsh	74	n/a	n/a	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a
West Ward	73	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a
East Ward	72	n/a	n/a	n/a	n/a	n/a
Men	72	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

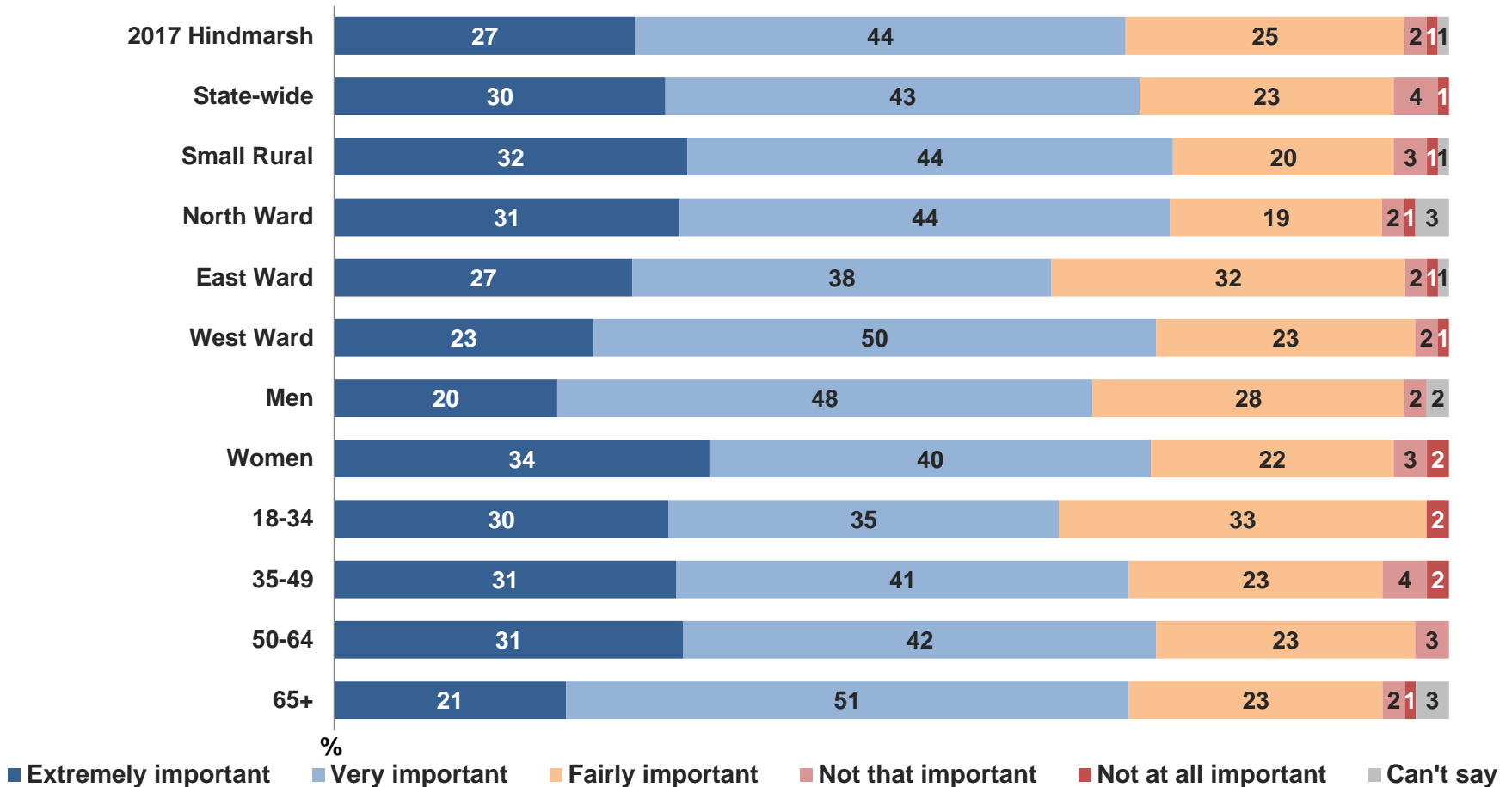
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Informing Community Importance



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 5

2017 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Informing Community Performance

		2016	2015	2014	2013	2012
Women	68	63	66	67	60	51
35-49	65	58	64	65	58	54
65+	64	66	64	71	59	53
18-34	64	63	63	66	62	57
East Ward	64	64	58	66	57	n/a
Hindmarsh	64	62	63	66	59	53
West Ward	63	66	67	70	62	n/a
North Ward	63	55	62	61	57	n/a
50-64	61	58	61	59	57	50
Men	60	60	59	64	58	56
State-wide	59↓	59	61	62	61	60
Small Rural	58↓	58	60	n/a	n/a	n/a

Q2. How has Council performed on 'informing the community' over the last 12 months?

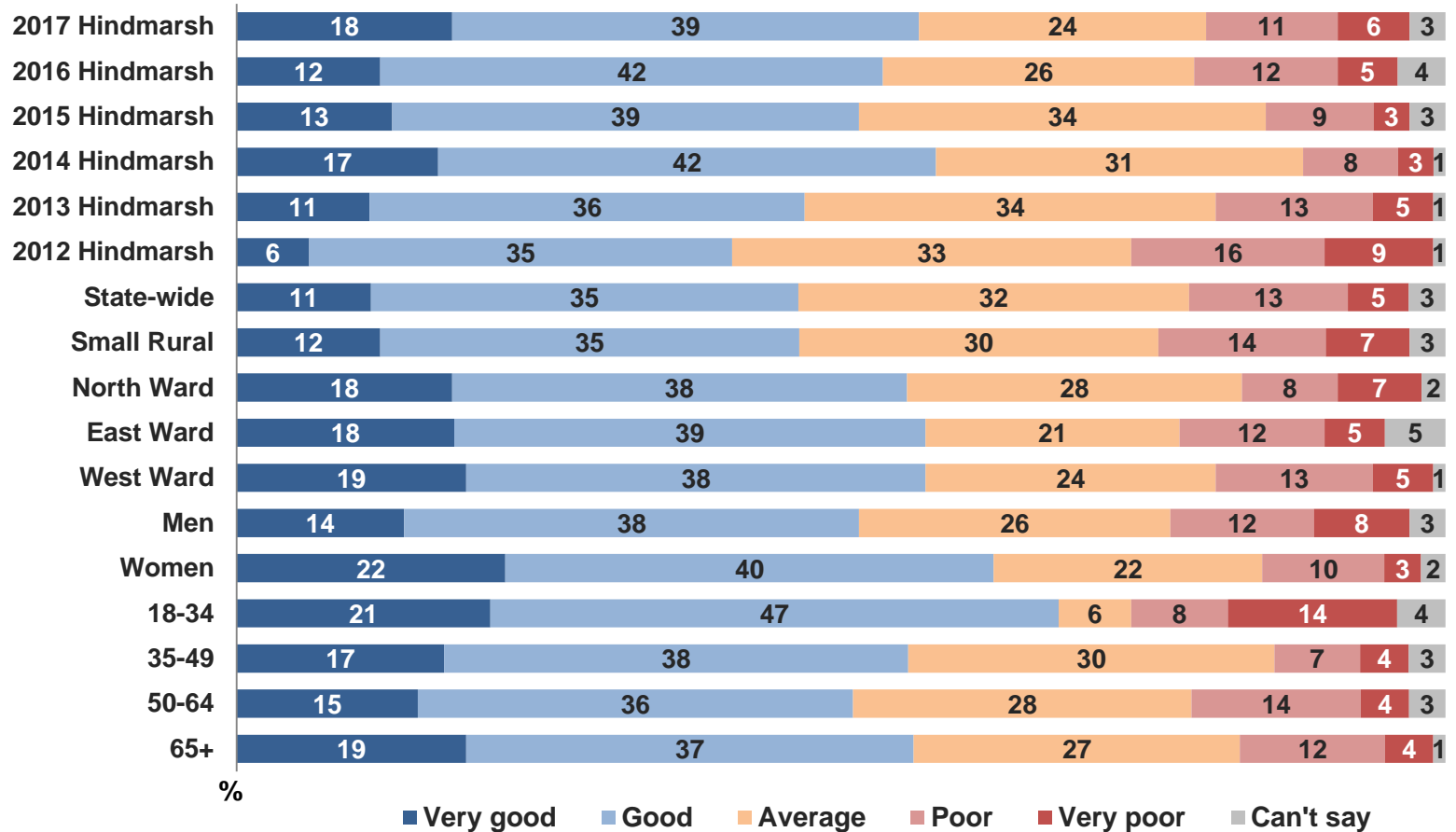
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Informing Community Performance



Q2. How has Council performed on 'informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Streets and Footpaths Importance

		2016	2015	2014	2013	2012
East Ward	79	n/a	n/a	n/a	n/a	n/a
50-64	78	n/a	n/a	n/a	n/a	n/a
35-49	78	n/a	n/a	n/a	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a
State-wide	77	77	77	77	78	77
North Ward	77	n/a	n/a	n/a	n/a	n/a
Hindmarsh	76	n/a	n/a	n/a	n/a	n/a
Small Rural	76	75	76	n/a	n/a	n/a
65+	76	n/a	n/a	n/a	n/a	n/a
Men	75	n/a	n/a	n/a	n/a	n/a
West Ward	73	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

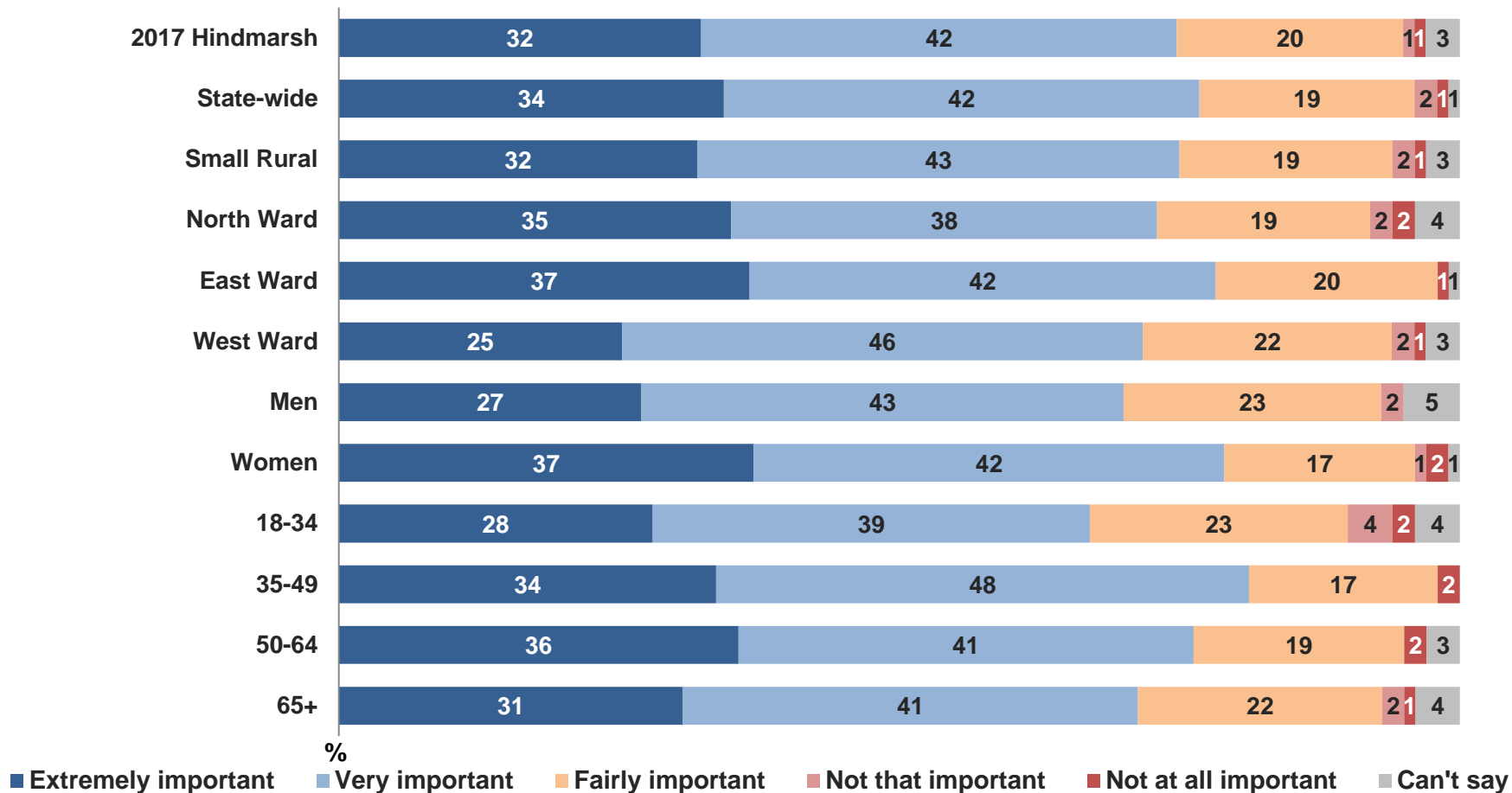
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2017 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Streets and Footpaths Performance

		2016	2015	2014	2013	2012
West Ward	70↑	66	68	66	65	n/a
18-34	63	67	63	67	57	56
50-64	62	54	59	51	51	43
Women	62	55	61	56	51	49
Hindmarsh	62	59	61	58	53	51
35-49	62	57	61	58	52	52
Men	62	62	60	60	55	52
65+	61	59	60	58	53	54
North Ward	61	57	58	57	54	n/a
State-wide	57↓	57	58	58	58	57
Small Rural	57↓	58	59	n/a	n/a	n/a
East Ward	55↓	51	54	50	40	n/a

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

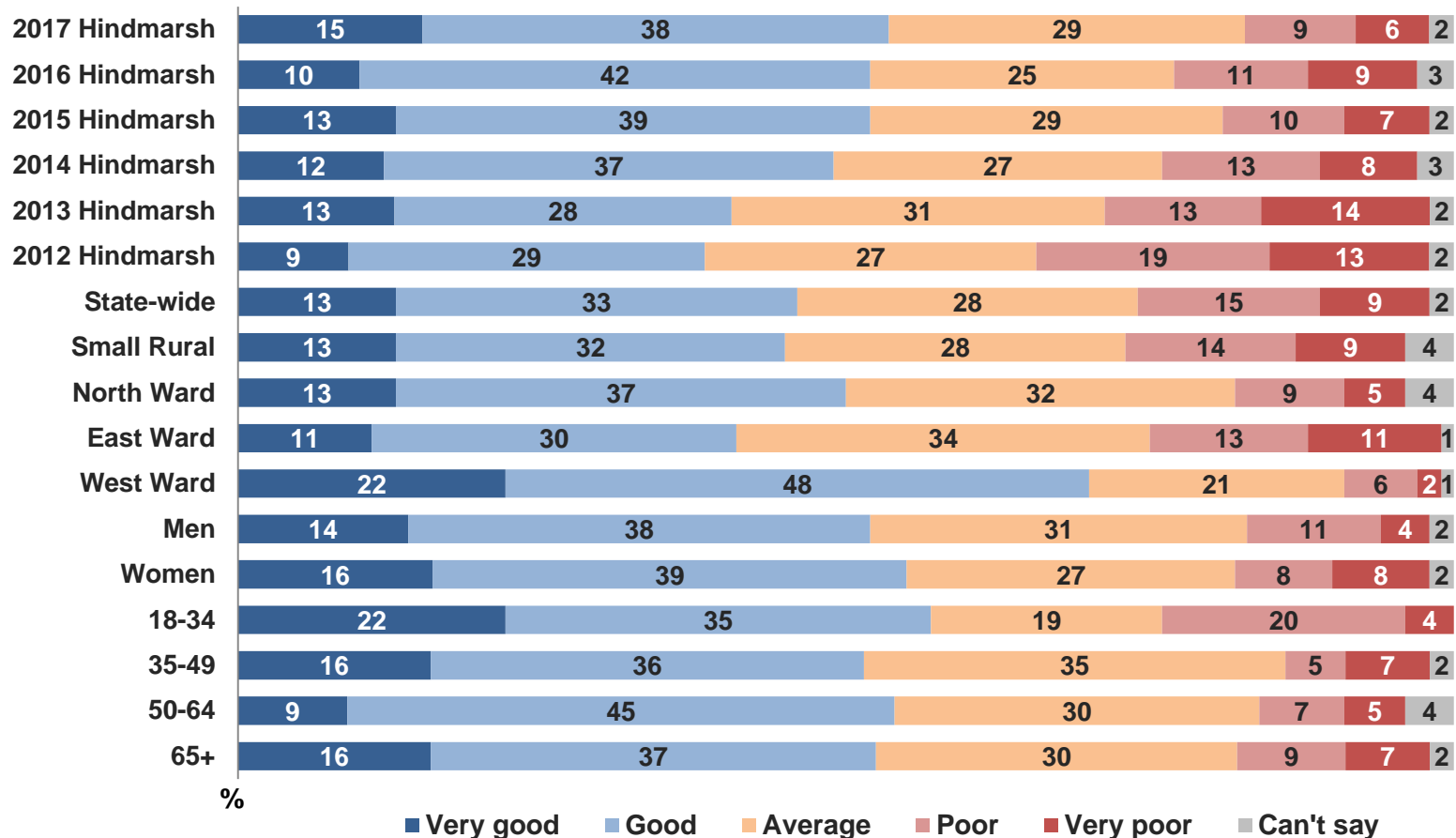
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2017 Law Enforcement Importance

		2016	2015	2014	2013	2012
East Ward	73	n/a	n/a	n/a	n/a	n/a
Women	72	n/a	n/a	n/a	n/a	n/a
50-64	71	n/a	n/a	n/a	n/a	n/a
State-wide	71	70	71	70	71	70
65+	71	n/a	n/a	n/a	n/a	n/a
18-34	71	n/a	n/a	n/a	n/a	n/a
Hindmarsh	70	n/a	n/a	n/a	n/a	n/a
North Ward	70	n/a	n/a	n/a	n/a	n/a
Men	68	n/a	n/a	n/a	n/a	n/a
Small Rural	67↓	69	68	n/a	n/a	n/a
West Ward	67	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

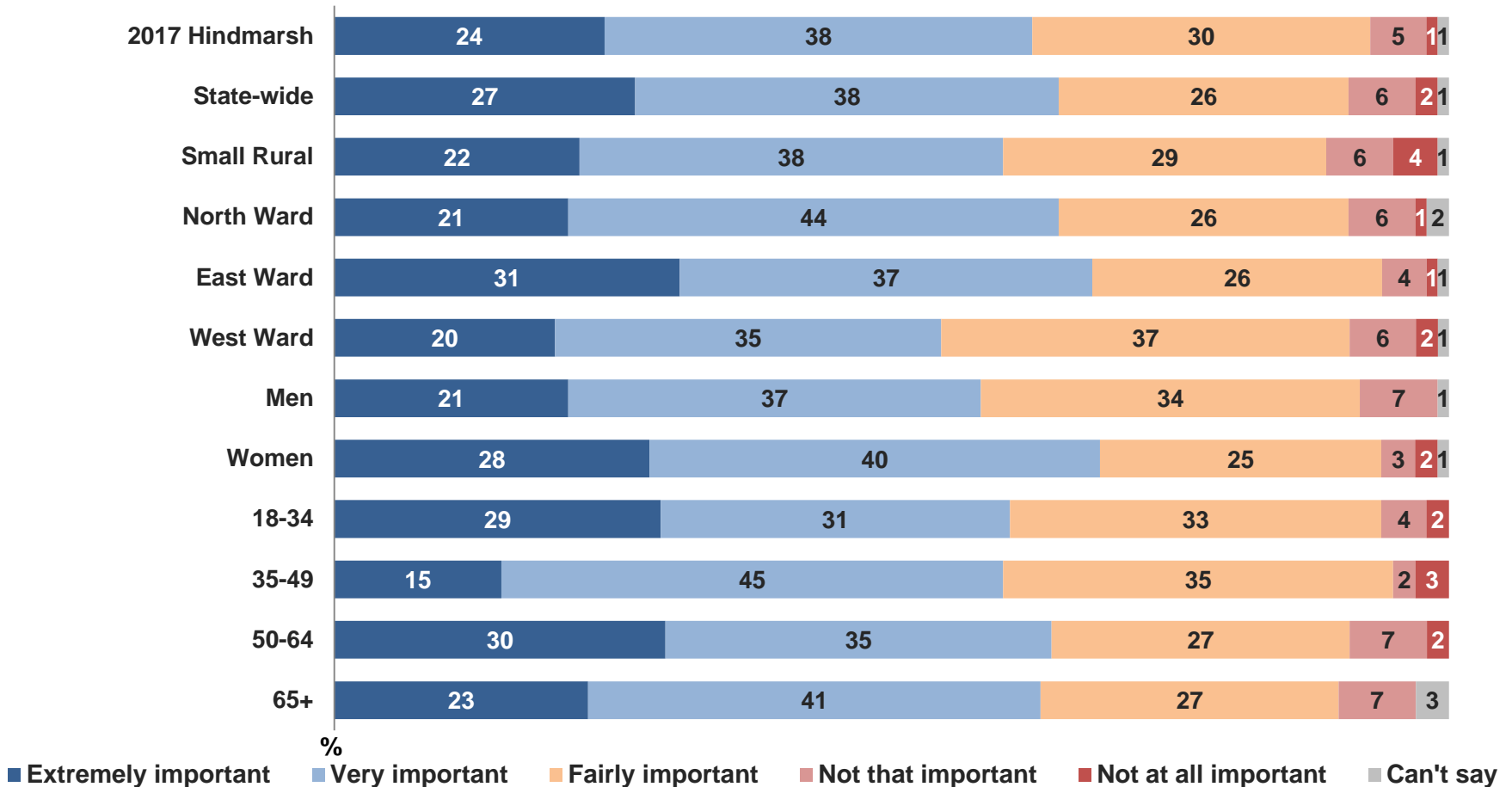
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2017 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2017 Law Enforcement Performance

		2016	2015	2014	2013	2012
18-34	70	68	69	72	64	66
West Ward	70↑	64	70	72	69	n/a
Women	67	64	69	70	66	65
Small Rural	65	64	66	n/a	n/a	n/a
Hindmarsh	65	63	66	68	64	64
65+	65	60	66	66	63	63
State-wide	64	63	66	66	65	65
35-49	63	61	64	70	68	67
50-64	63	63	66	65	63	60
North Ward	63	62	66	66	64	n/a
East Ward	63	62	60	65	60	n/a
Men	63	61	63	66	62	63

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

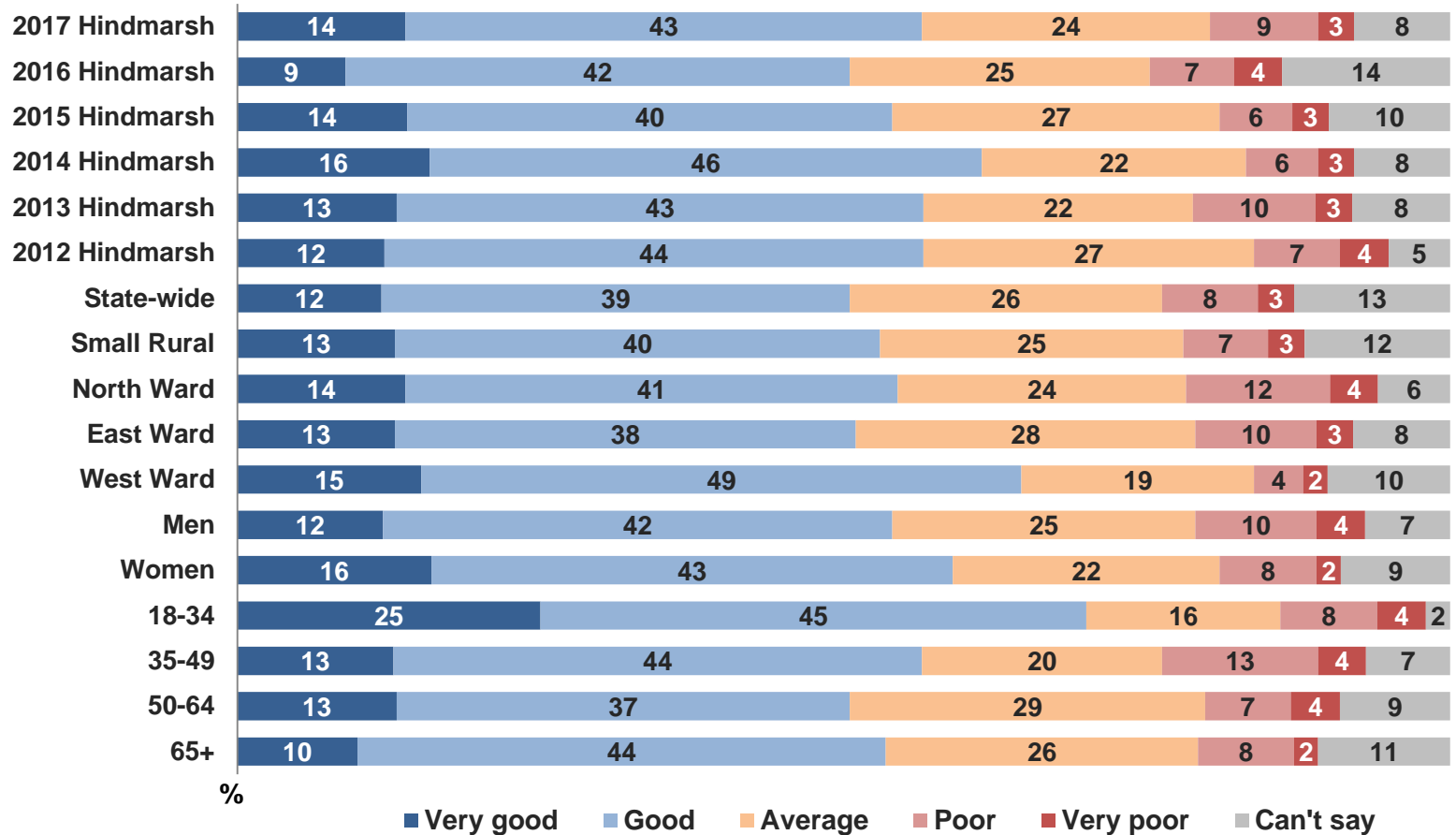
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

2017 Law Enforcement Performance



Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 6

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Elderly Support Importance

		2016	2015	2014	2013	2012
Women	83	n/a	n/a	n/a	n/a	n/a
North Ward	81	n/a	n/a	n/a	n/a	n/a
East Ward	81	n/a	n/a	n/a	n/a	n/a
35-49	81	n/a	n/a	n/a	n/a	n/a
65+	80	n/a	n/a	n/a	n/a	n/a
50-64	80	n/a	n/a	n/a	n/a	n/a
Hindmarsh	80	n/a	n/a	n/a	n/a	n/a
Small Rural	79	79	80	n/a	n/a	n/a
State-wide	78↓	78	79	79	79	80
18-34	77	n/a	n/a	n/a	n/a	n/a
West Ward	77	n/a	n/a	n/a	n/a	n/a
Men	77	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

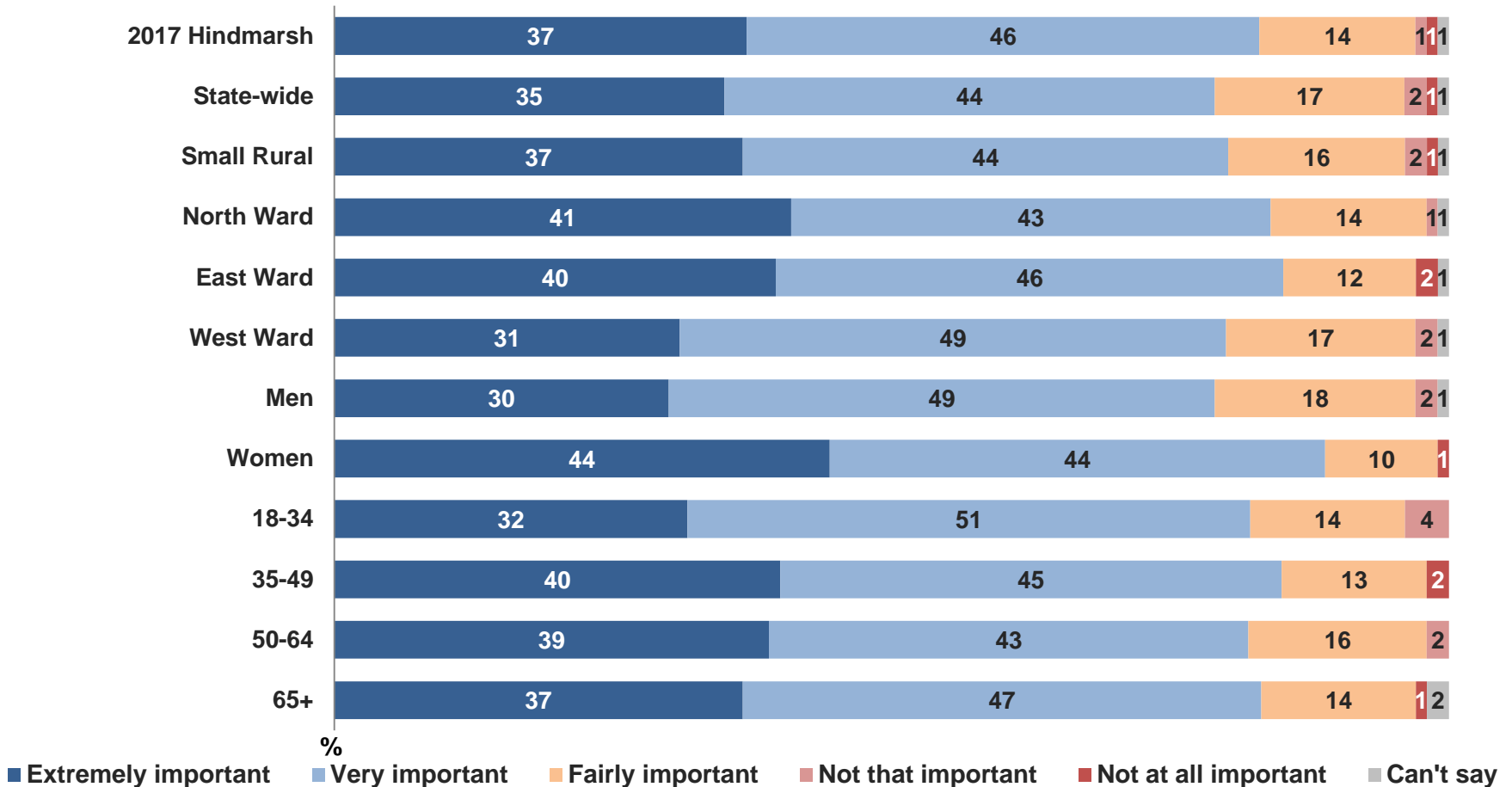
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Elderly Support Performance

		2016	2015	2014	2013	2012
West Ward	79	76	81	82	79	n/a
Women	79↑	73	76	79	75	72
65+	78	76	78	79	74	73
North Ward	76	69	73	72	70	n/a
Hindmarsh	75	72	74	76	72	71
50-64	75	70	73	73	70	67
35-49	74	71	73	78	74	73
Men	72	71	73	73	70	70
East Ward	71	72	67	75	68	n/a
18-34	71	68	72	74	69	73
Small Rural	71↓	70	72	n/a	n/a	n/a
State-wide	68↓	68	69	70	69	69

Q2. How has Council performed on 'elderly support services' over the last 12 months?

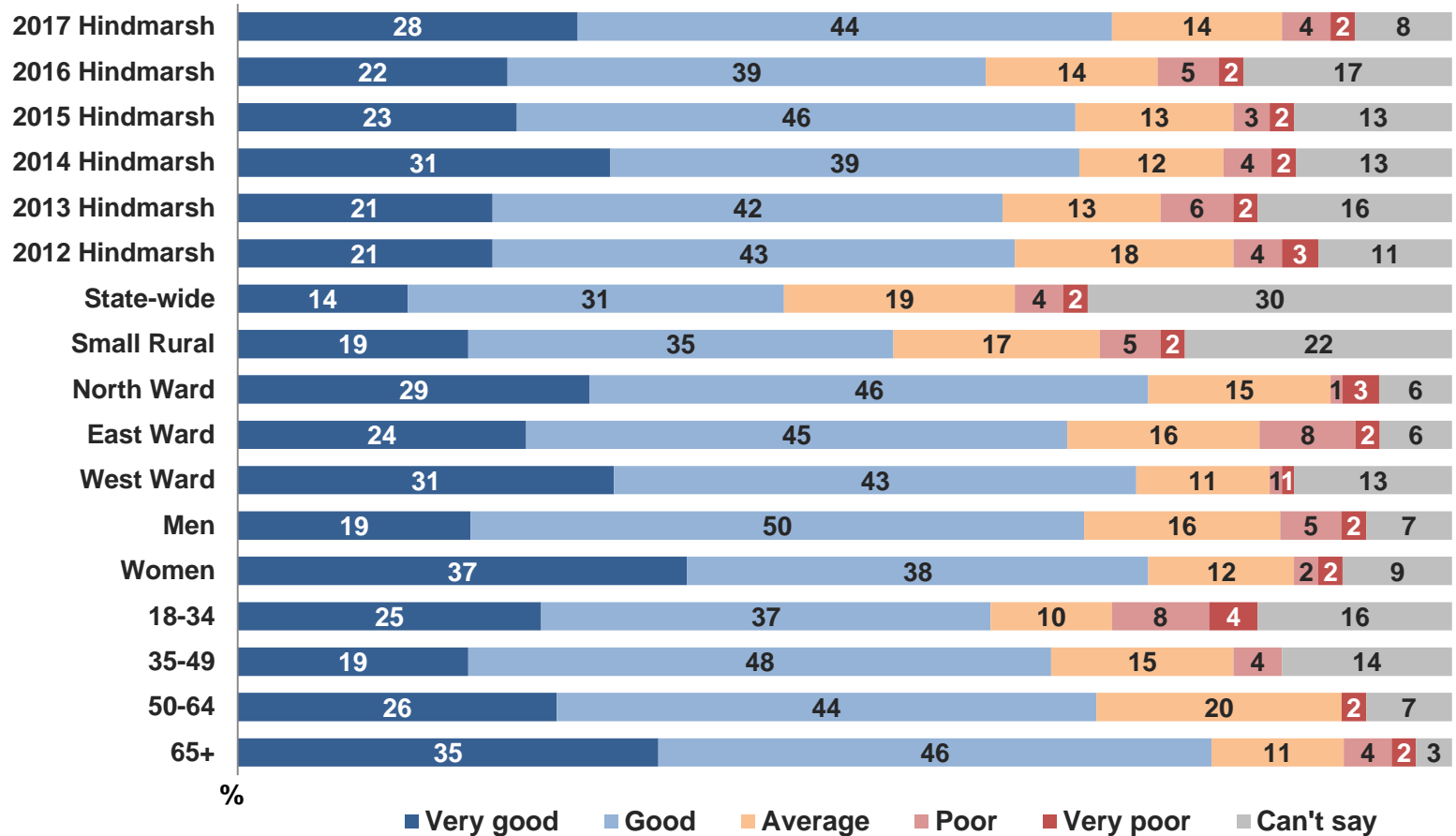
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

2017 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2017 Recreational Facilities Importance

		2016	2015	2014	2013	2012
East Ward	74	n/a	n/a	n/a	n/a	n/a
Men	73	n/a	n/a	n/a	n/a	n/a
65+	72	n/a	n/a	n/a	n/a	n/a
18-34	72	n/a	n/a	n/a	n/a	n/a
State-wide	72	73	72	72	72	72
Hindmarsh	72	n/a	n/a	n/a	n/a	n/a
North Ward	72	n/a	n/a	n/a	n/a	n/a
35-49	71	n/a	n/a	n/a	n/a	n/a
Women	71	n/a	n/a	n/a	n/a	n/a
50-64	71	n/a	n/a	n/a	n/a	n/a
Small Rural	71	72	73	n/a	n/a	n/a
West Ward	70	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

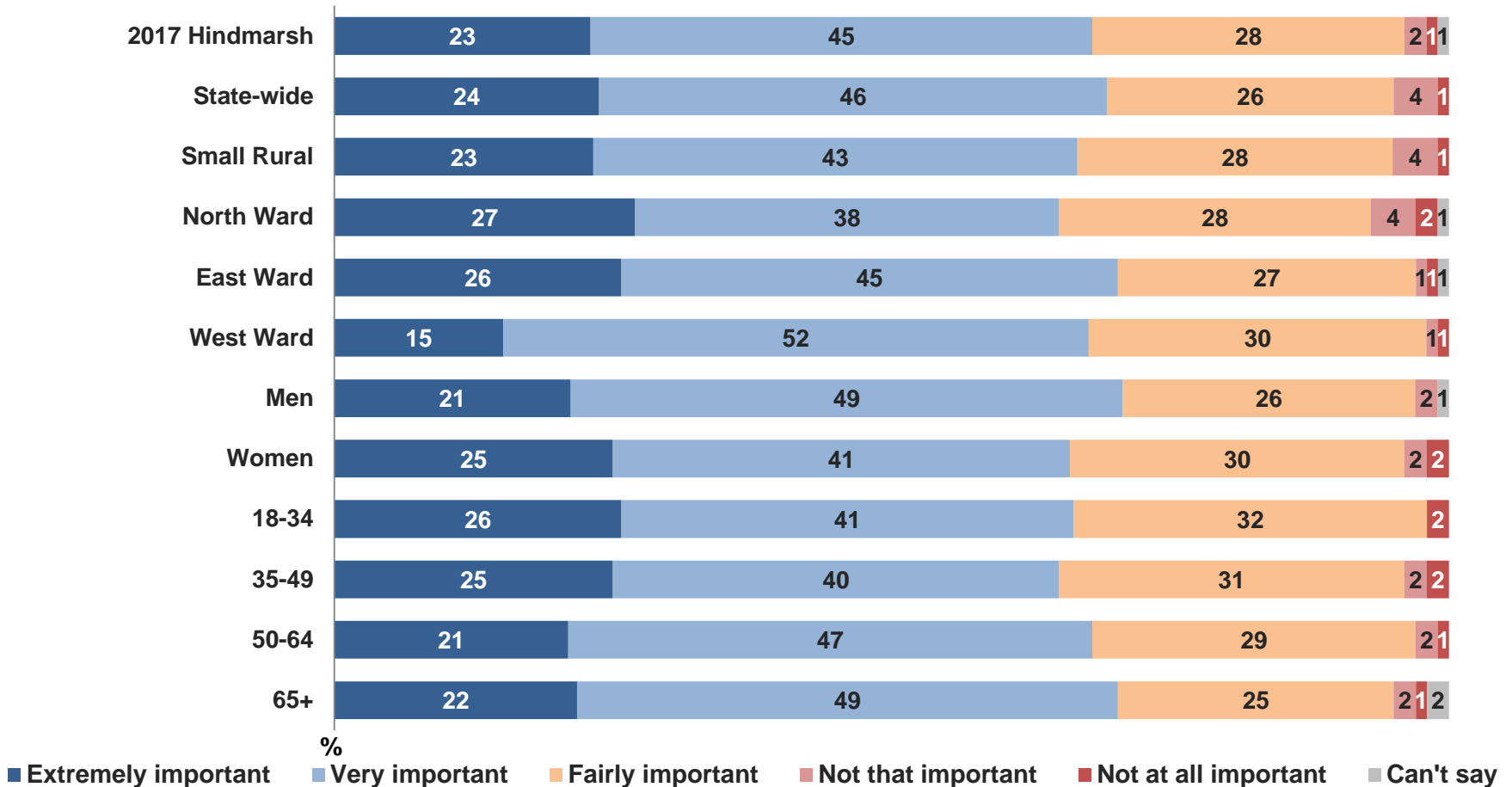
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

2017 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2017 Recreational Facilities Performance

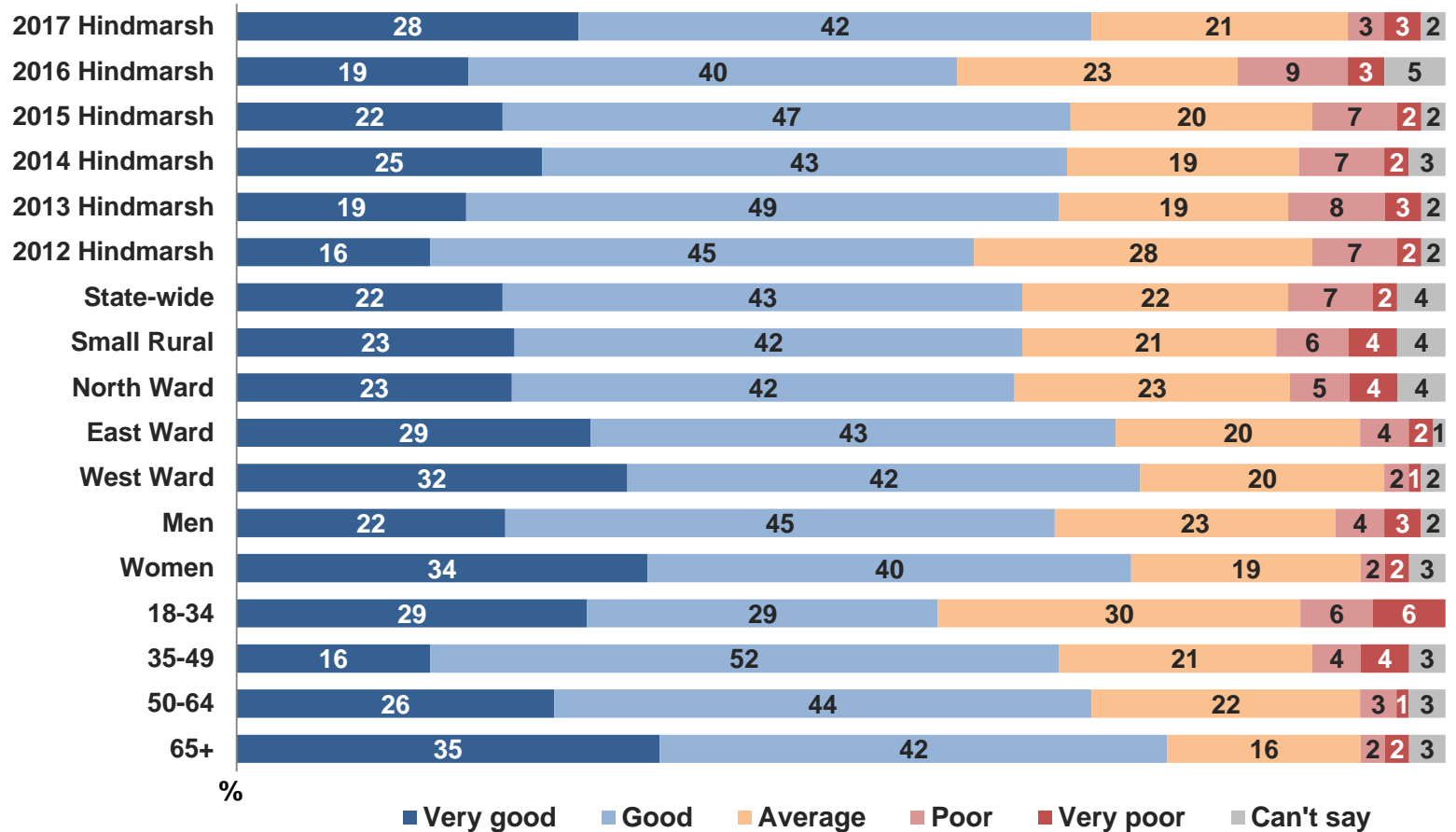
		2016	2015	2014	2013	2012
65+	78↑	77	77	78	73	72
West Ward	76	71	74	73	71	n/a
Women	76	67	72	74	69	66
50-64	74	65	71	70	68	64
East Ward	73	70	73	76	69	n/a
Hindmarsh	73	67	71	71	69	67
Men	70	66	70	68	69	68
State-wide	70↓	69	70	71	70	70
Small Rural	69↓	68	70	n/a	n/a	n/a
North Ward	69	59	67	66	68	n/a
35-49	68	61	65	66	66	65
18-34	68	56	65	66	68	67

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 10
 Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance

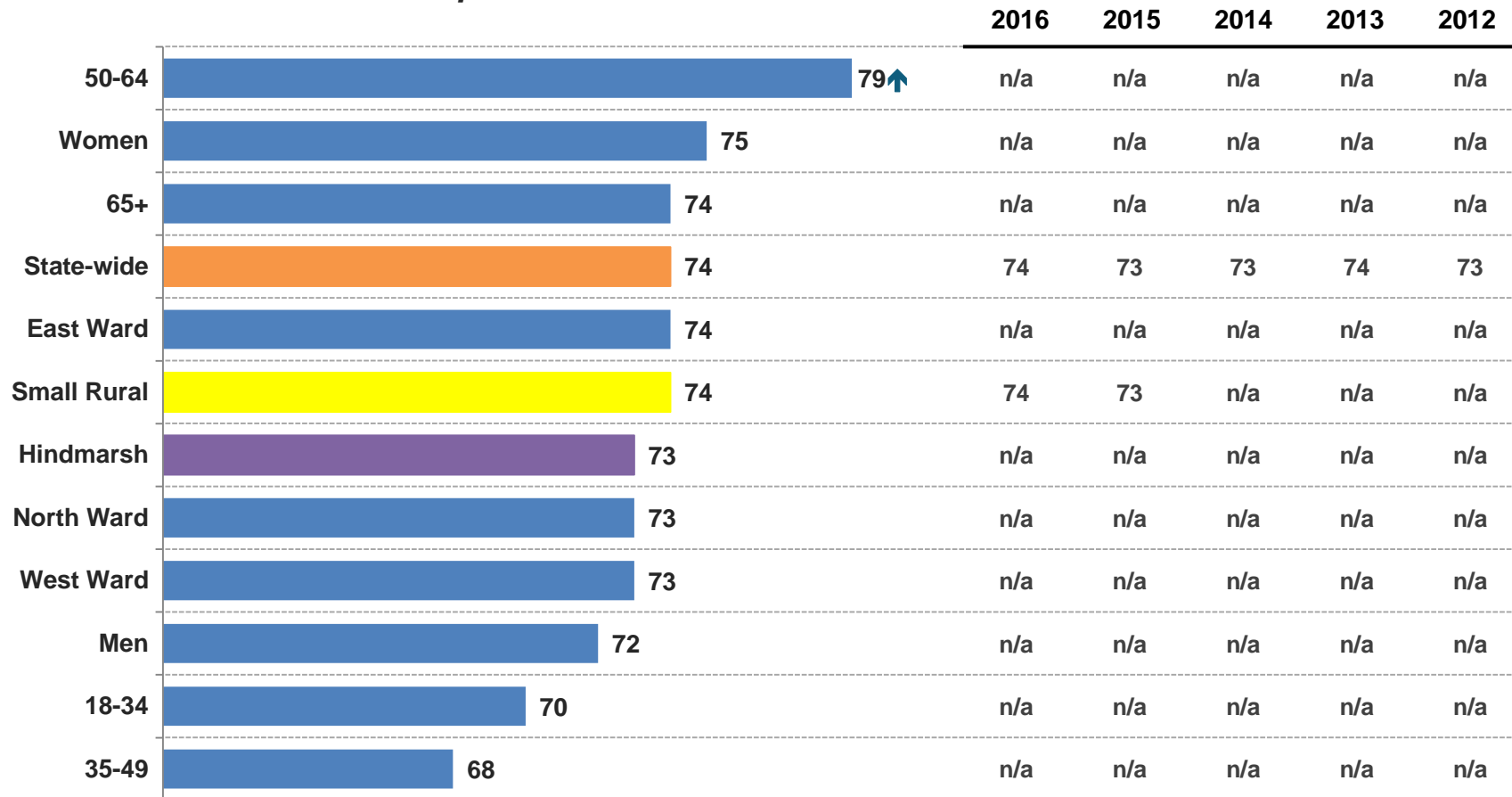


Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 10

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2017 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

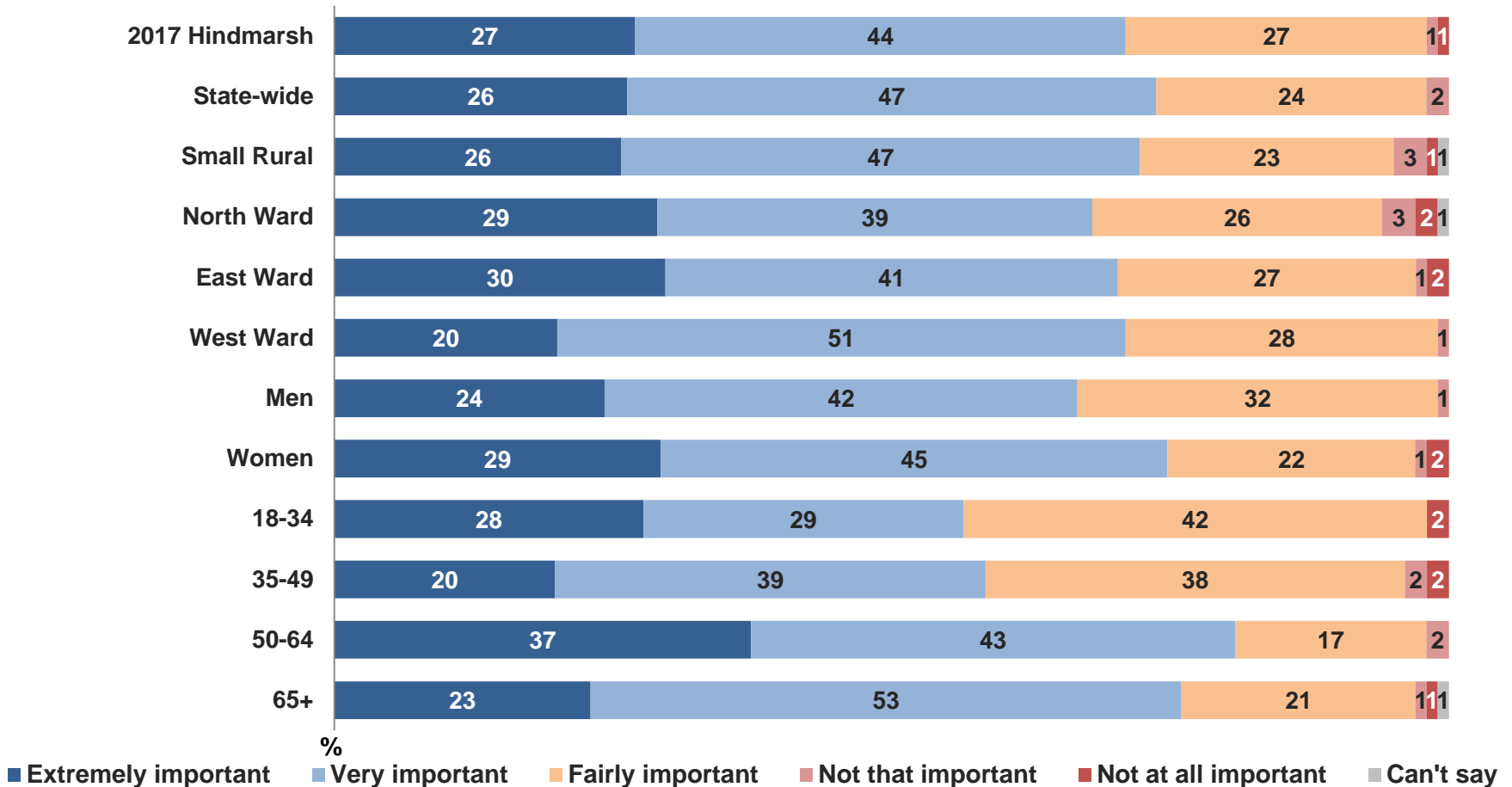
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2017 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2017 Public Areas Performance

		2016	2015	2014	2013	2012
West Ward	86↑	82	85	83	82	n/a
65+	80	78	79	75	71	72
35-49	80	71	72	77	75	73
Women	79	74	78	78	71	72
Hindmarsh	78	74	77	76	71	71
Men	77	74	75	73	71	69
50-64	76	72	76	74	69	68
North Ward	76	70	76	73	69	n/a
18-34	75	70	77	78	71	70
Small Rural	74↓	73	74	n/a	n/a	n/a
East Ward	74	68	66	70	64	n/a
State-wide	71↓	71	72	72	71	71

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?

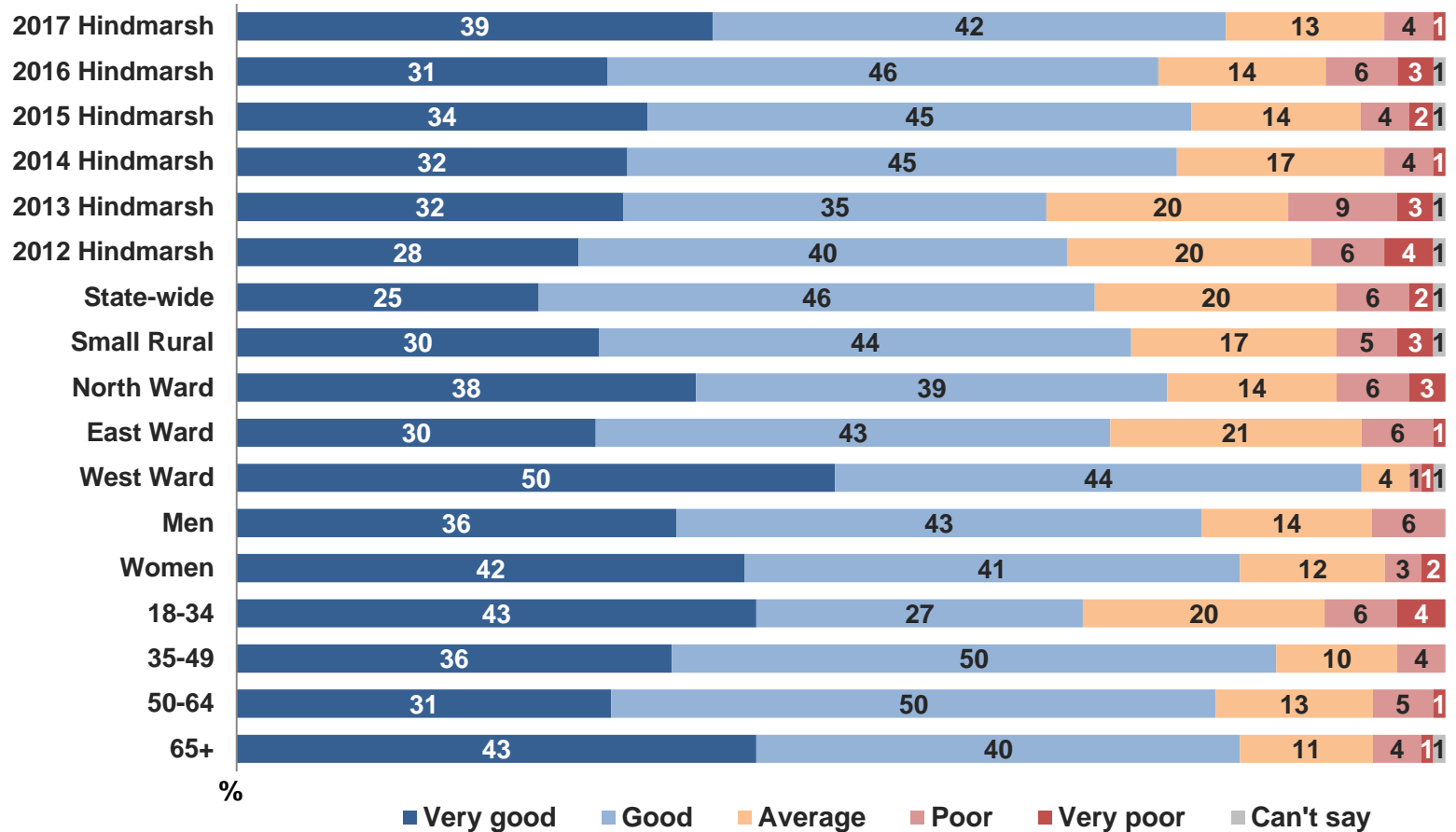
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

2017 Public Areas Performance

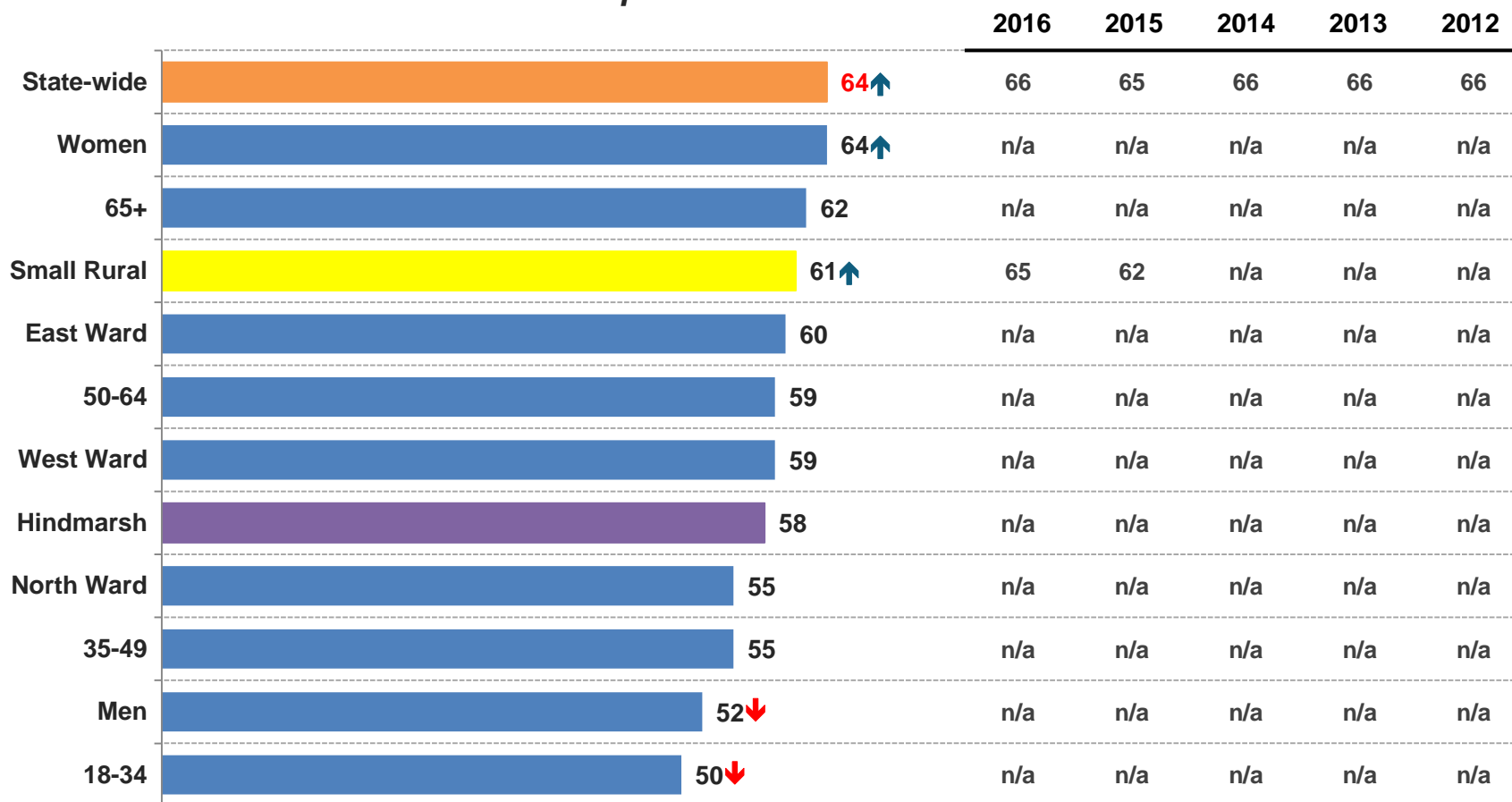


Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 10

2017 ART CENTRES AND LIBRARIES

IMPORTANCE INDEX SCORES

2017 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

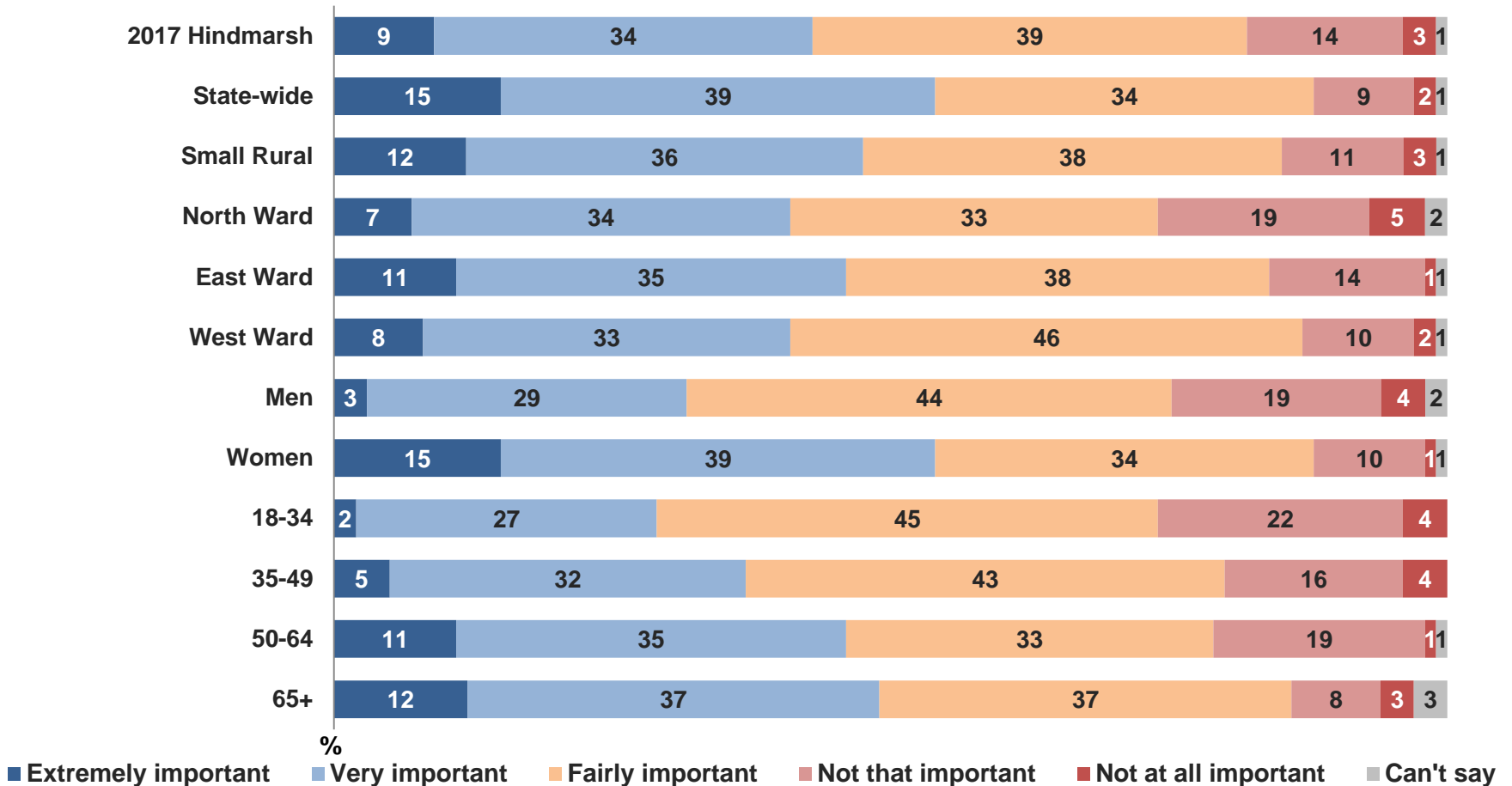
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

IMPORTANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

2017 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2017 Art Centres & Libraries Performance

		2016	2015	2014	2013	2012
65+	74↑	n/a	n/a	n/a	n/a	n/a
West Ward	73↑	n/a	n/a	n/a	n/a	n/a
State-wide	73↑	72	73	75	73	73
Women	73↑	n/a	n/a	n/a	n/a	n/a
Small Rural	72↑	71	69	n/a	n/a	n/a
18-34	70	n/a	n/a	n/a	n/a	n/a
Hindmarsh	69	n/a	n/a	n/a	n/a	n/a
50-64	67	n/a	n/a	n/a	n/a	n/a
North Ward	67	n/a	n/a	n/a	n/a	n/a
East Ward	67	n/a	n/a	n/a	n/a	n/a
Men	66	n/a	n/a	n/a	n/a	n/a
35-49	64	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

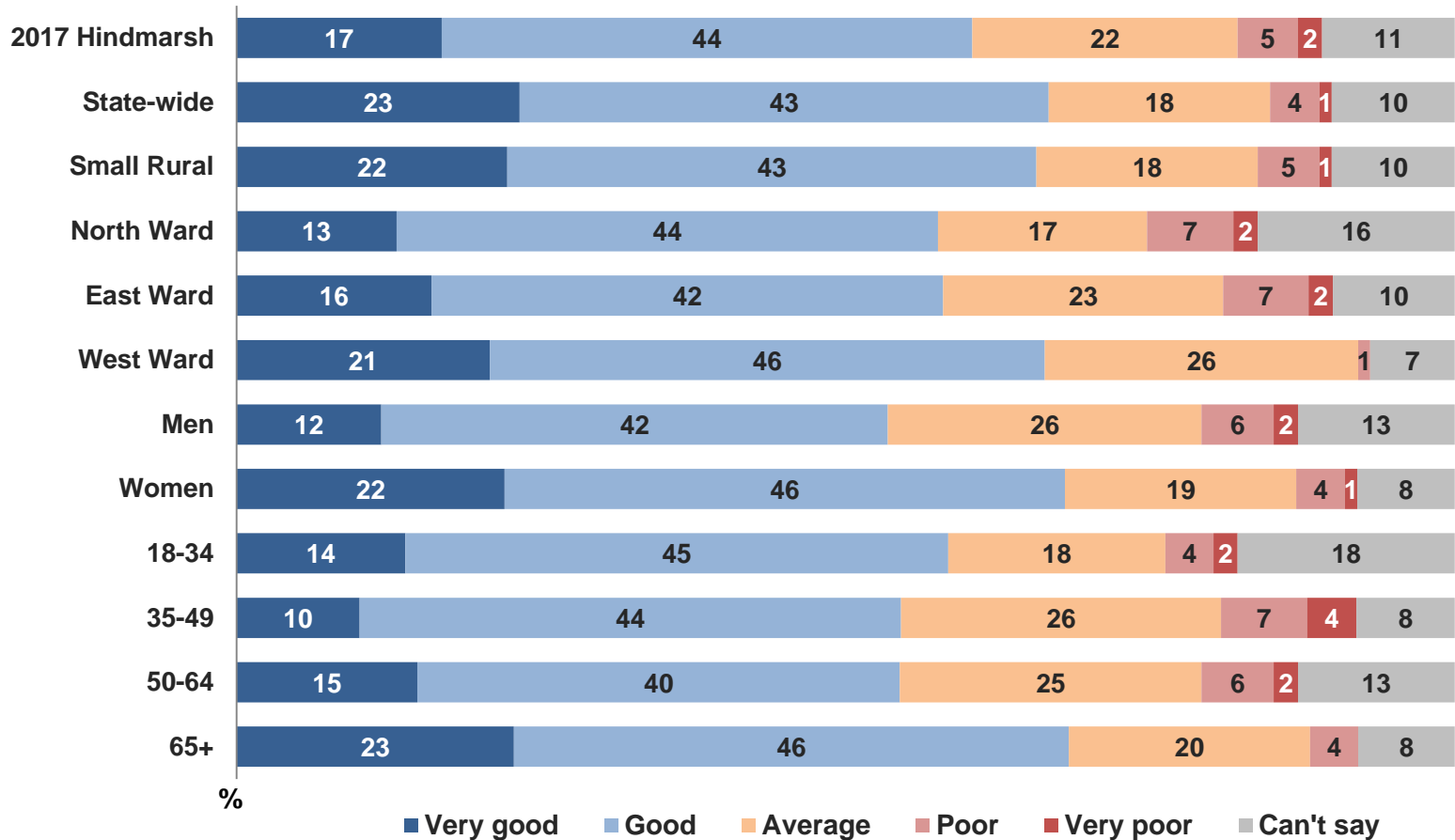
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

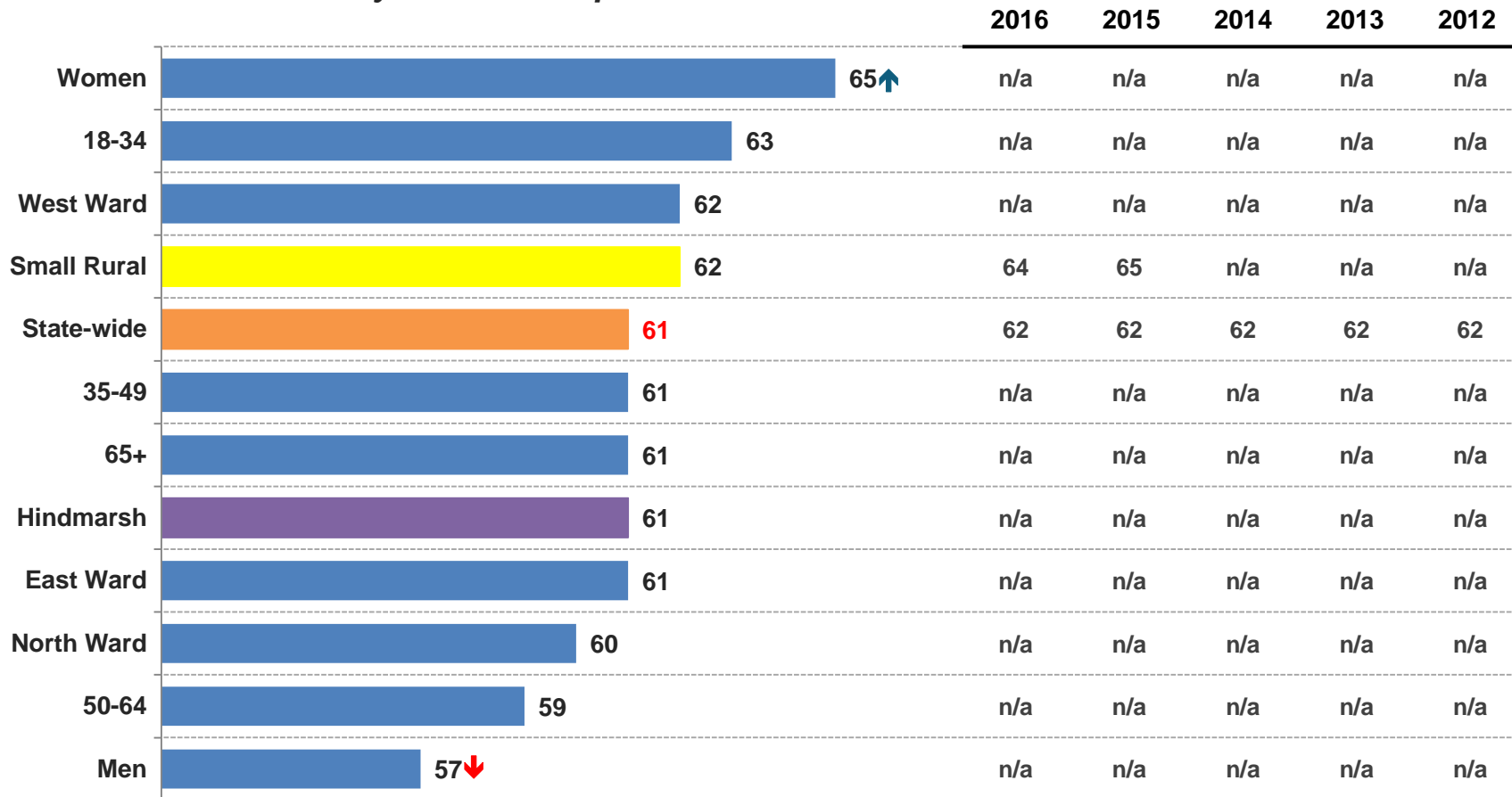
2017 Art Centres & Libraries Performance



Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 4

2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2017 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

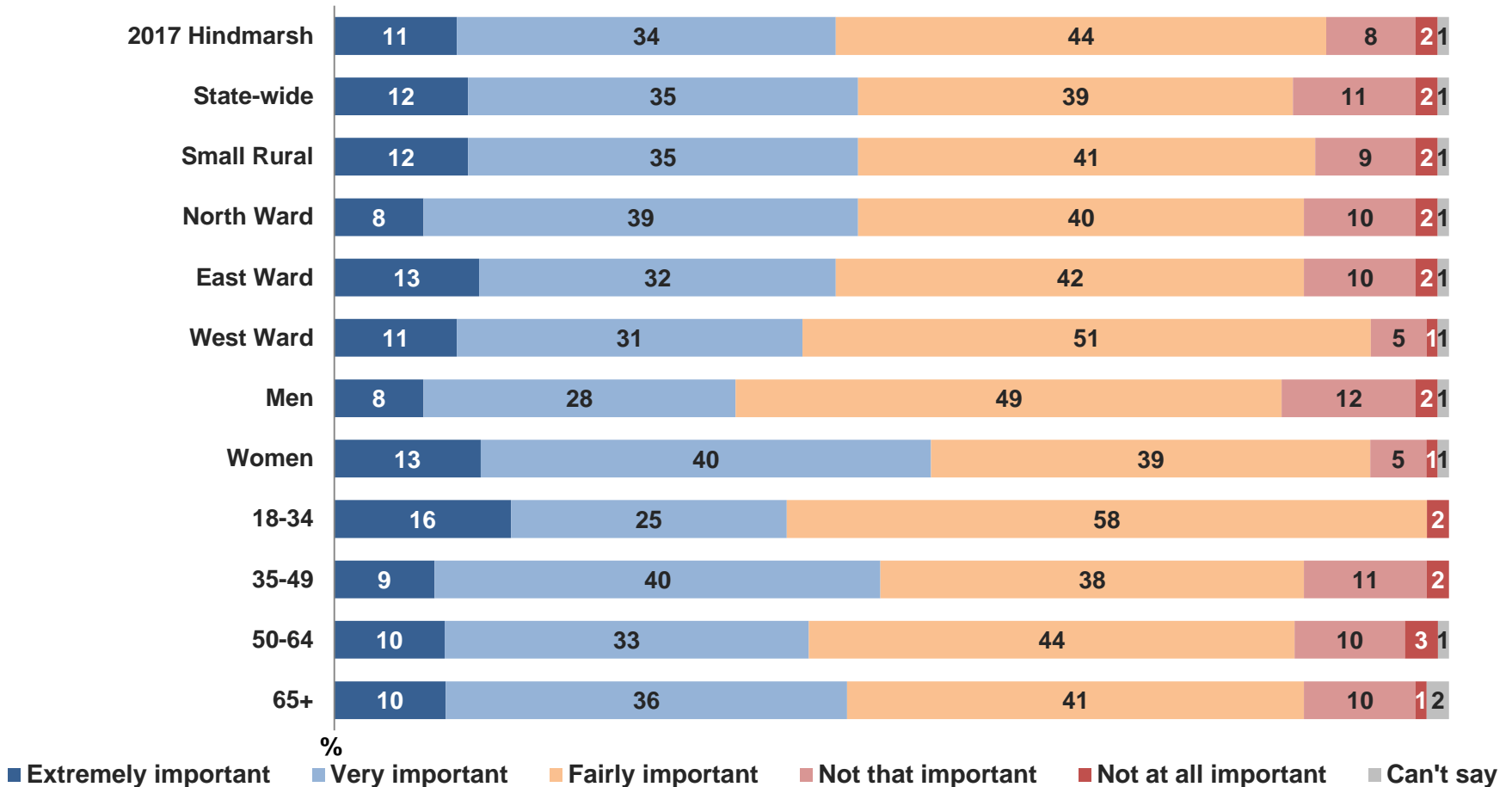
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE INDEX SCORES

2017 Community Activities Performance

		2016	2015	2014	2013	2012
West Ward	73	n/a	n/a	n/a	n/a	n/a
Women	71	n/a	n/a	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	n/a
Small Rural	69	65	68	n/a	n/a	n/a
35-49	69	n/a	n/a	n/a	n/a	n/a
65+	69	n/a	n/a	n/a	n/a	n/a
State-wide	69	69	69	70	69	68
Hindmarsh	69	n/a	n/a	n/a	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a
North Ward	66	n/a	n/a	n/a	n/a	n/a
East Ward	66	n/a	n/a	n/a	n/a	n/a
18-34	66	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

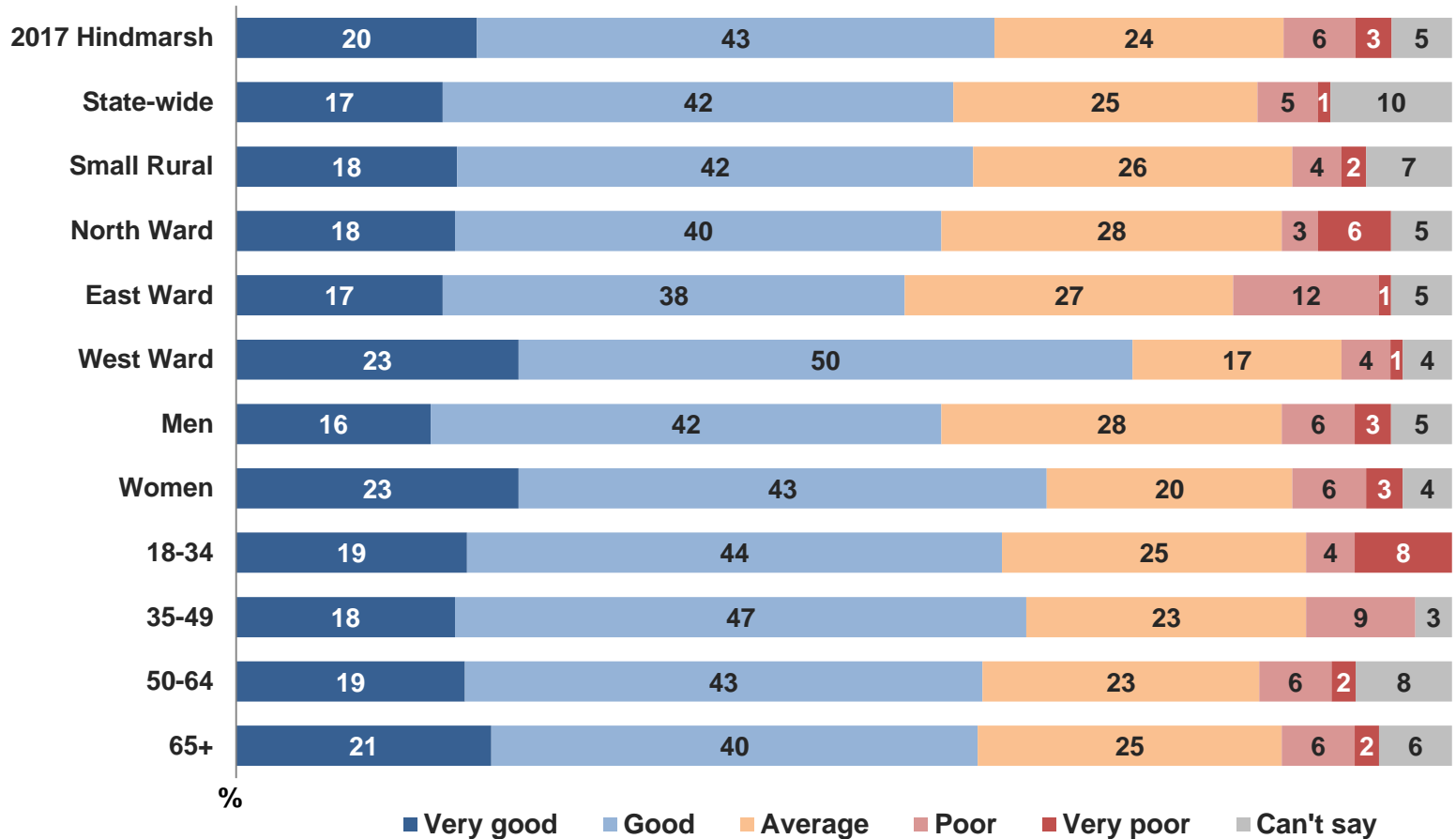
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Community Activities Performance

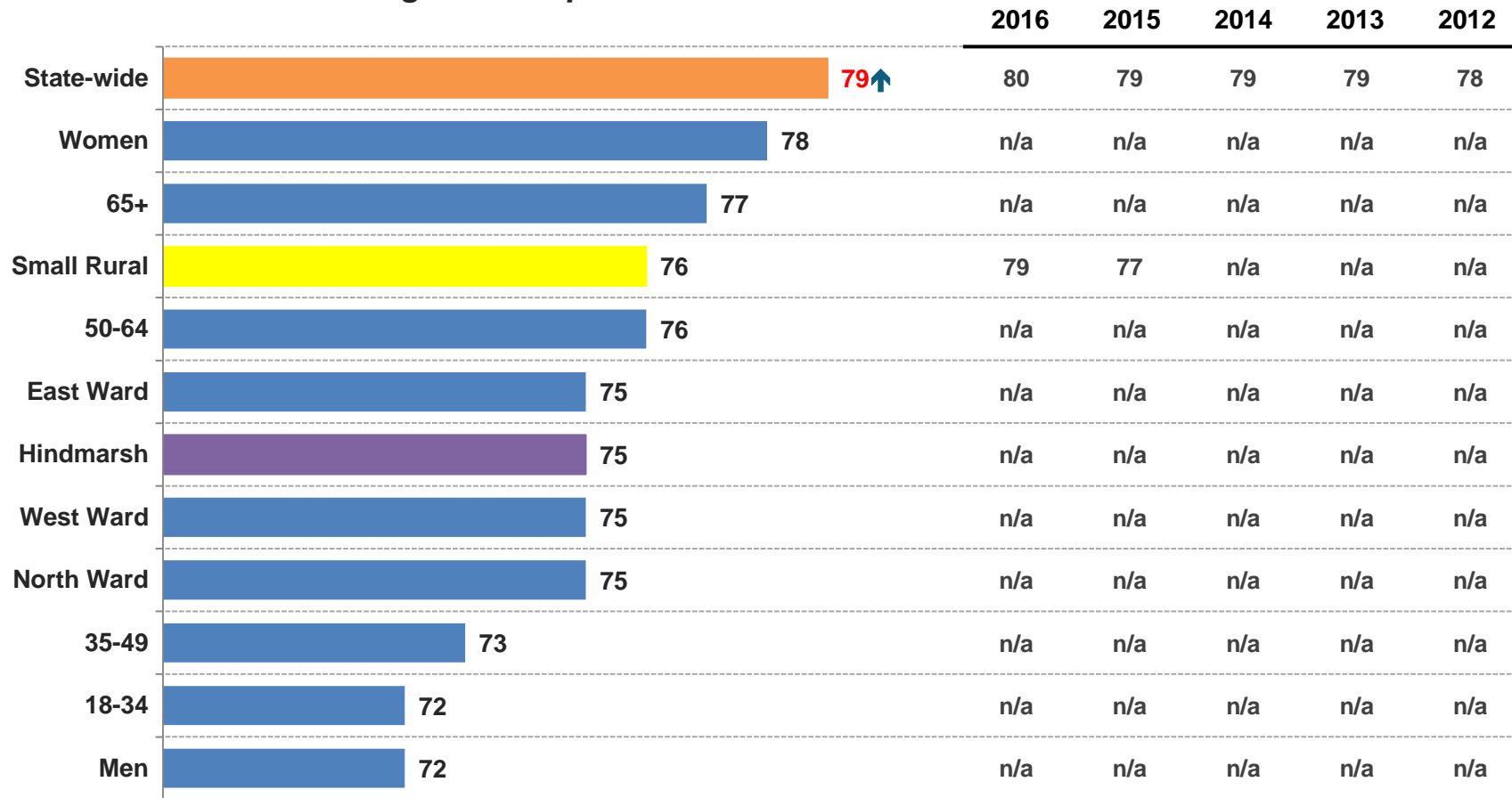


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

2017 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



2017 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

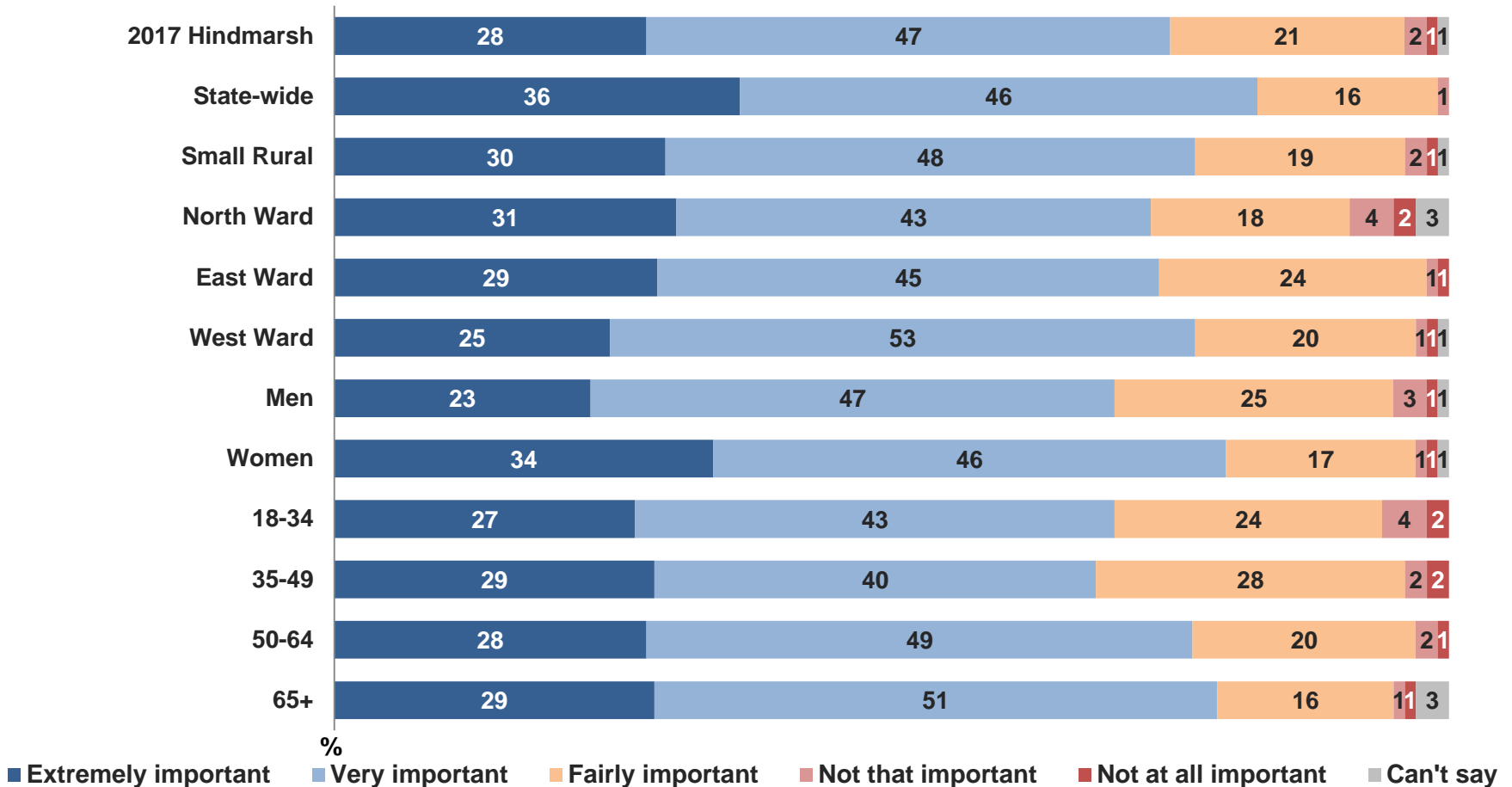
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



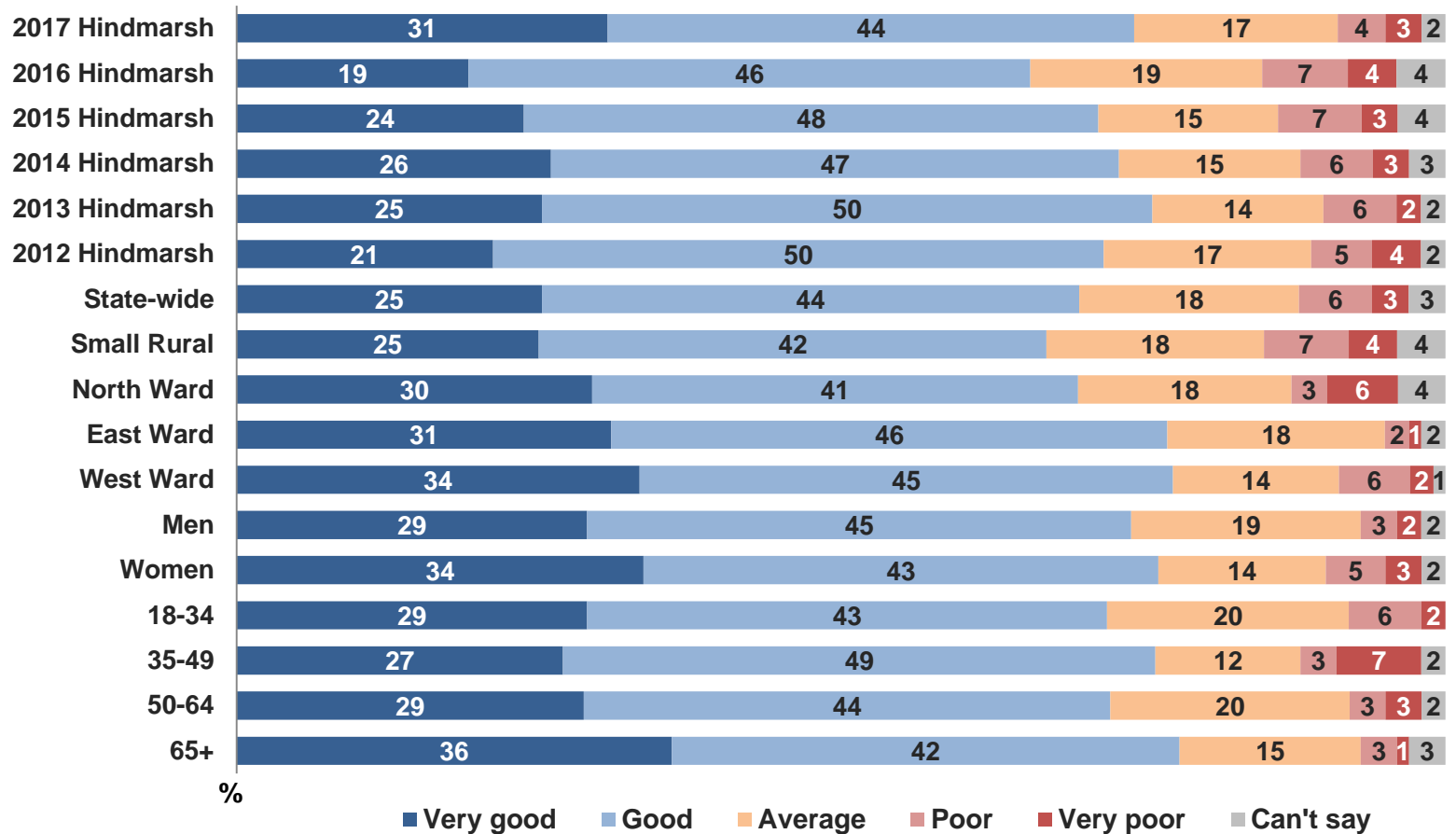
2017 Waste Management Performance

	2016	2015	2014	2013	2012
65+	78	76	77	80	78
East Ward	77	66	68	75	73
West Ward	76	71	74	77	76
Women	75	71	74	73	73
Hindmarsh	75	68	71	73	73
Men	75	64	69	73	72
50-64	74	66	68	68	72
18-34	73	66	74	73	72
North Ward	72	65	71	69	70
35-49	72	57	63	70	68
State-wide	71↓	70	72	73	71
Small Rural	70↓	69	71	n/a	n/a

Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 9
 Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2017 Waste Management Performance



Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 9

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX SCORES



2017 Business/Development/Tourism Importance

		2016	2015	2014	2013	2012
50-64	78	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	n/a
East Ward	75	n/a	n/a	n/a	n/a	n/a
65+	74	n/a	n/a	n/a	n/a	n/a
North Ward	74	n/a	n/a	n/a	n/a	n/a
Hindmarsh	74	n/a	n/a	n/a	n/a	n/a
35-49	73	n/a	n/a	n/a	n/a	n/a
Men	73	n/a	n/a	n/a	n/a	n/a
West Ward	73	n/a	n/a	n/a	n/a	n/a
Small Rural	72	71	70	n/a	n/a	n/a
18-34	69	n/a	n/a	n/a	n/a	n/a
State-wide	67↓	67	67	67	67	66

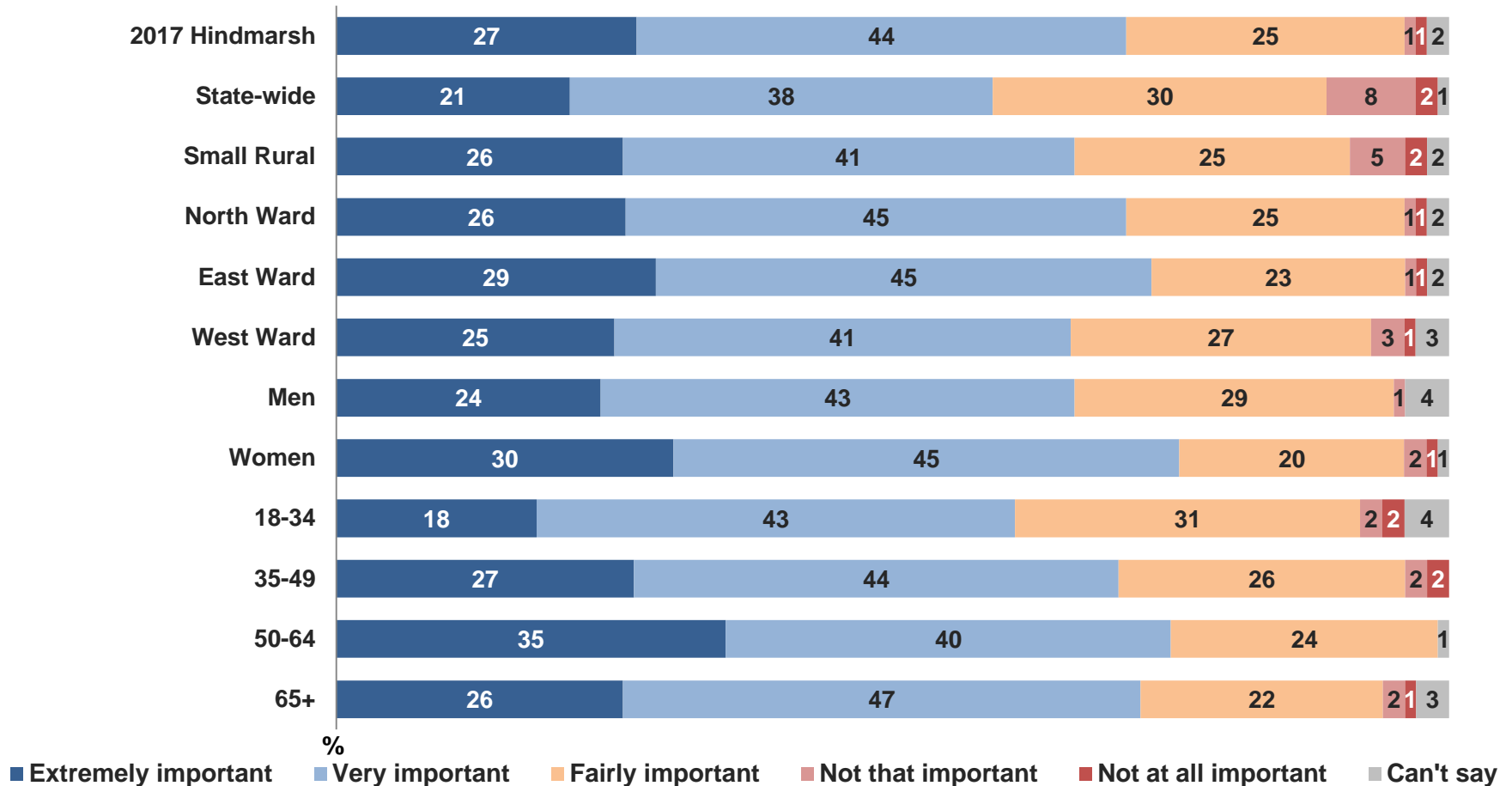
Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES

2017 Business/Development/Tourism Importance



Q1. Firstly, how important should 'business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



2017 Business/Development/Tourism Performance

		2016	2015	2014	2013	2012
65+	64	62	60	62	56	53
Small Rural	64↑	61	63	n/a	n/a	n/a
Women	63	60	61	63	57	55
East Ward	63	57	54	58	55	n/a
State-wide	61	60	61	62	62	62
West Ward	61	64	65	67	61	n/a
35-49	61	57	60	63	58	55
Hindmarsh	61	58	59	61	57	54
50-64	59	52	54	58	56	51
Men	59	56	56	59	57	53
North Ward	59	52	57	58	55	n/a
18-34	56	59	61	59	60	59

Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

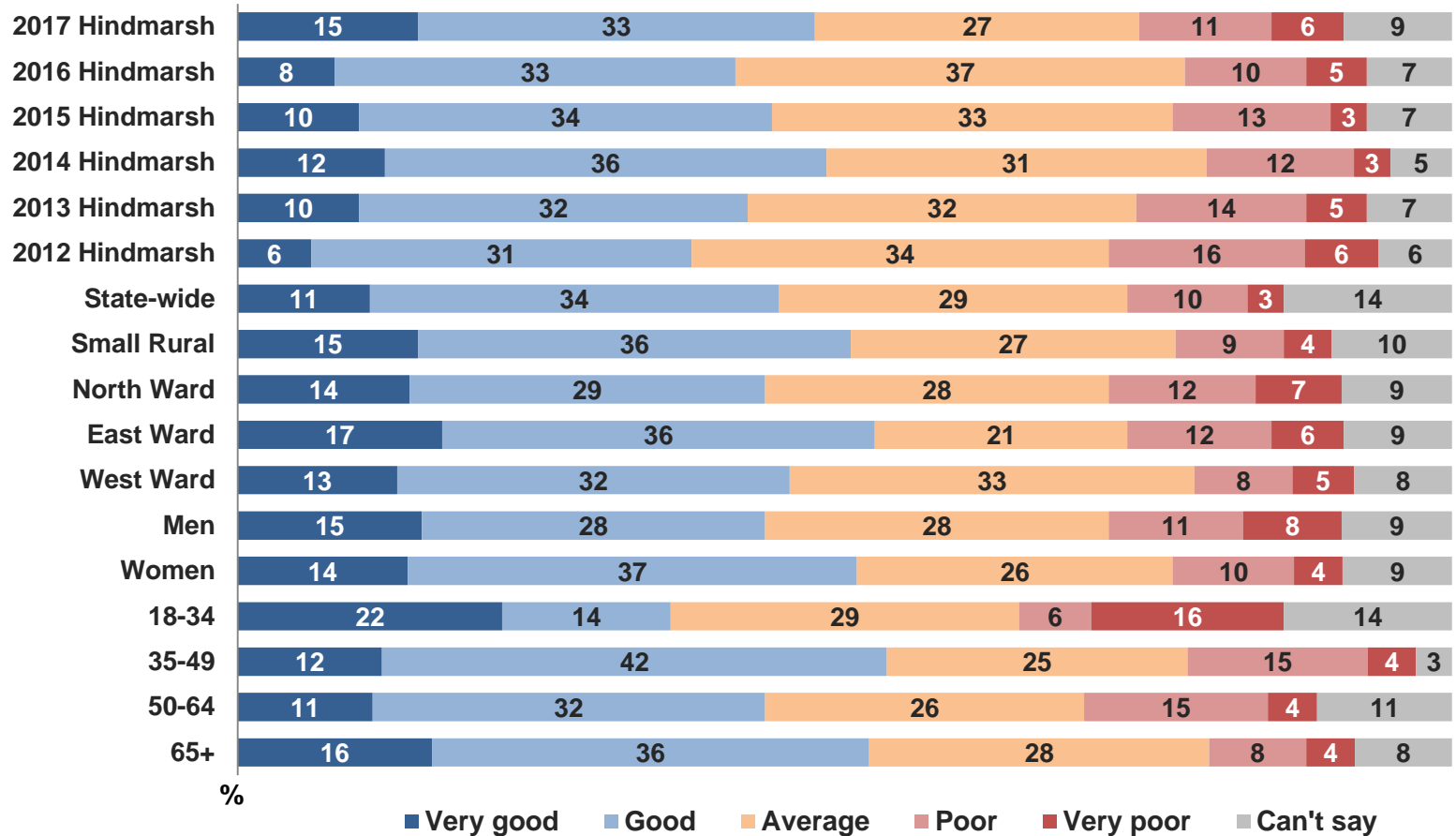
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2017 Business/Development/Tourism Performance



Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

2017 PLANNING AND BUILDING PERMITS

IMPORTANCE INDEX SCORES

2017 Planning & Building Permits Importance

		2016	2015	2014	2013	2012
State-wide	72↑	71	71	71	71	71
Small Rural	68↑	71	70	n/a	n/a	n/a
West Ward	67	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a
65+	67	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a
Hindmarsh	64	n/a	n/a	n/a	n/a	n/a
East Ward	64	n/a	n/a	n/a	n/a	n/a
18-34	61	n/a	n/a	n/a	n/a	n/a
Men	61	n/a	n/a	n/a	n/a	n/a
North Ward	61	n/a	n/a	n/a	n/a	n/a
35-49	59	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?

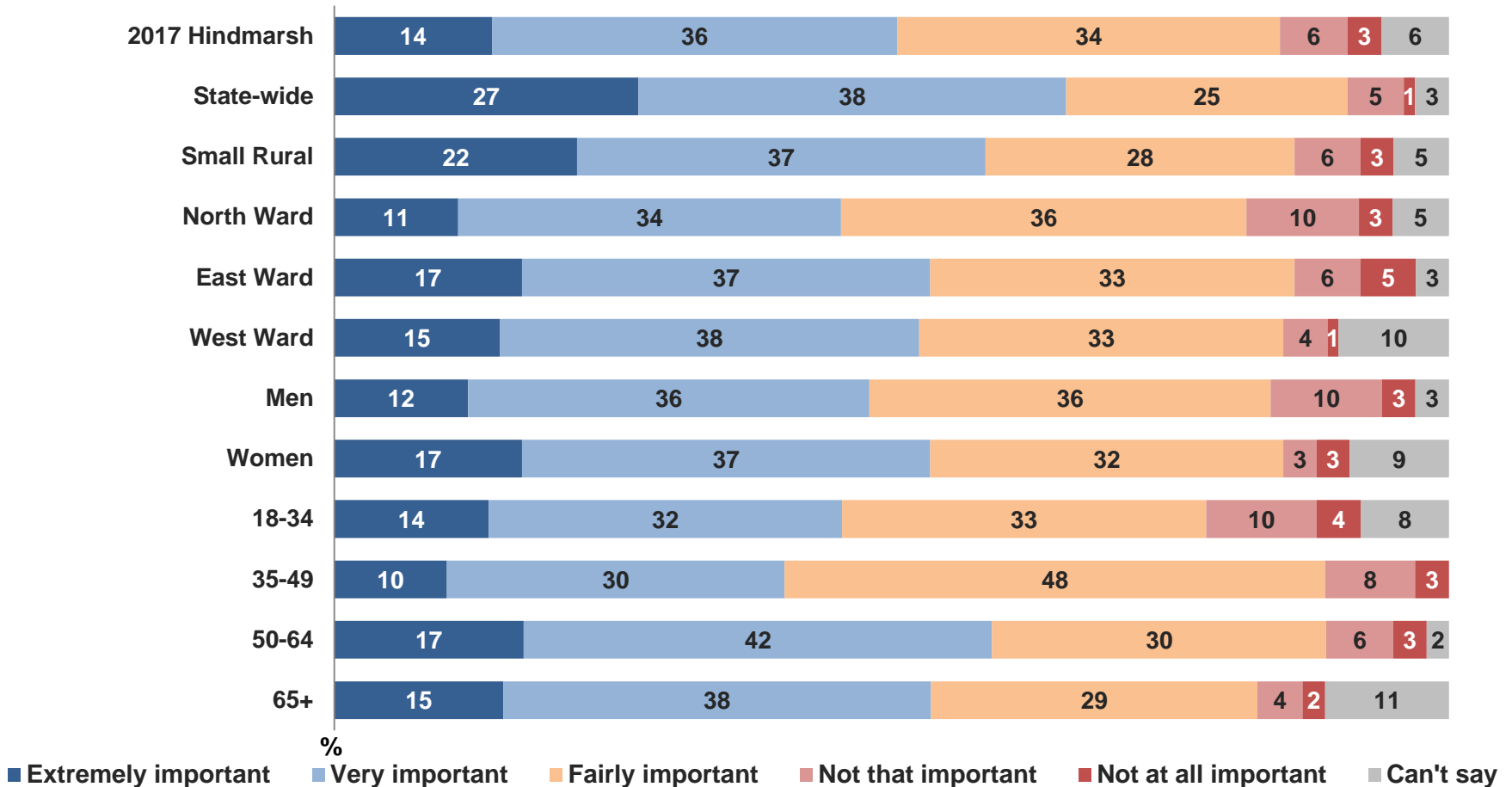
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

IMPORTANCE DETAILED PERCENTAGES

2017 Planning & Building Permits Importance



Q1. Firstly, how important should 'planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

2017 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES

2017 Planning & Building Permits Performance

		2016	2015	2014	2013	2012
Women	57	49	57	56	n/a	n/a
35-49	57	41	51	51	n/a	n/a
West Ward	55	52	56	57	n/a	n/a
East Ward	54	46	46	50	n/a	n/a
65+	54	50	54	54	n/a	n/a
Hindmarsh	54	47	53	53	n/a	n/a
North Ward	53	42	55	53	n/a	n/a
50-64	53	46	48	48	n/a	n/a
18-34	52	50	61	62	n/a	n/a
Men	51	44	49	51	n/a	n/a
Small Rural	51↓	50	53	n/a	n/a	n/a
State-wide	51↓	50	54	53	55	54

Q2. How has Council performed on 'planning and building permits' over the last 12 months?

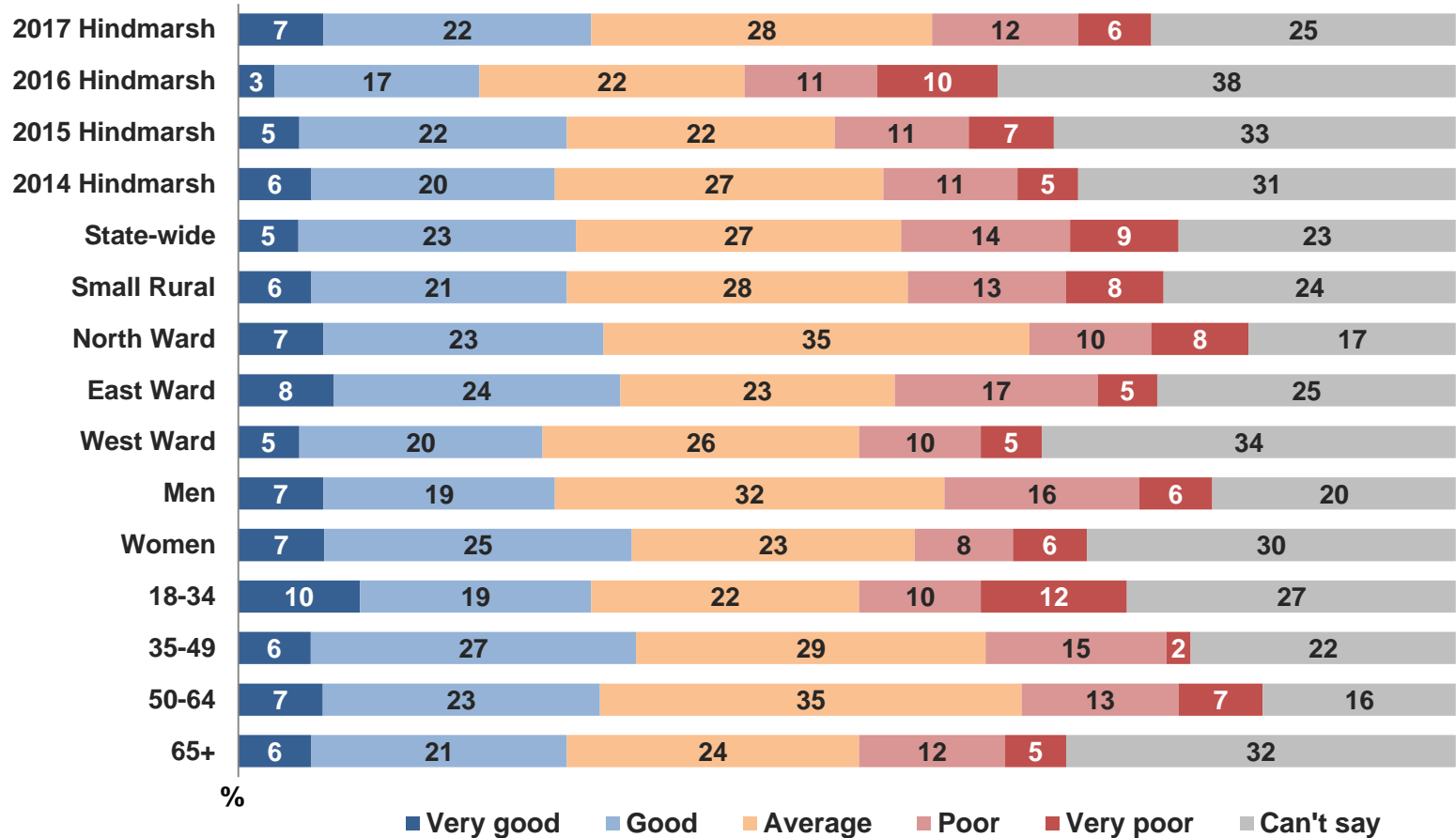
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 PLANNING AND BUILDING PERMITS

PERFORMANCE DETAILED PERCENTAGES

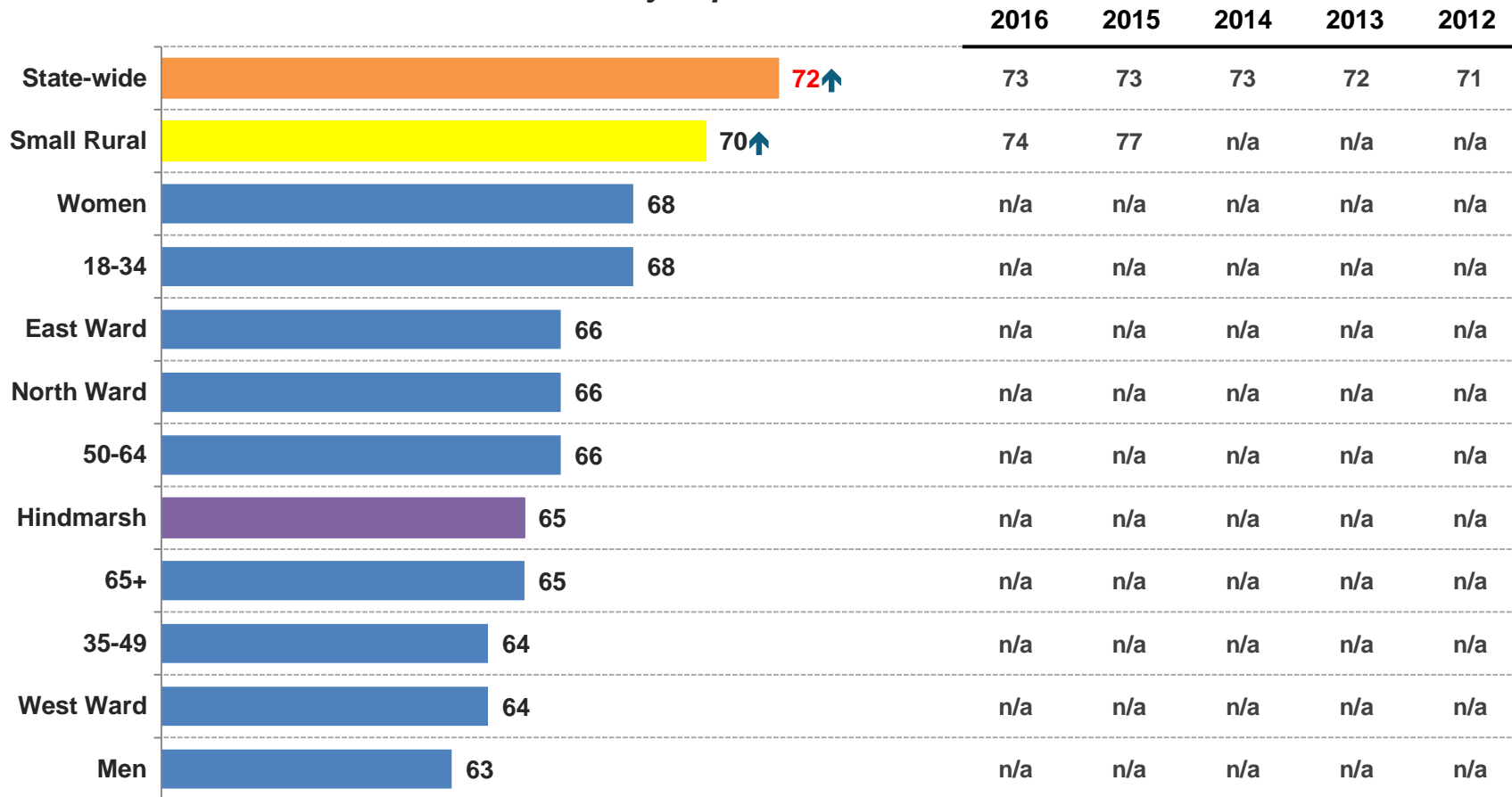
2017 Planning & Building Permits Performance



Q2. How has Council performed on 'planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

2017 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2017 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?

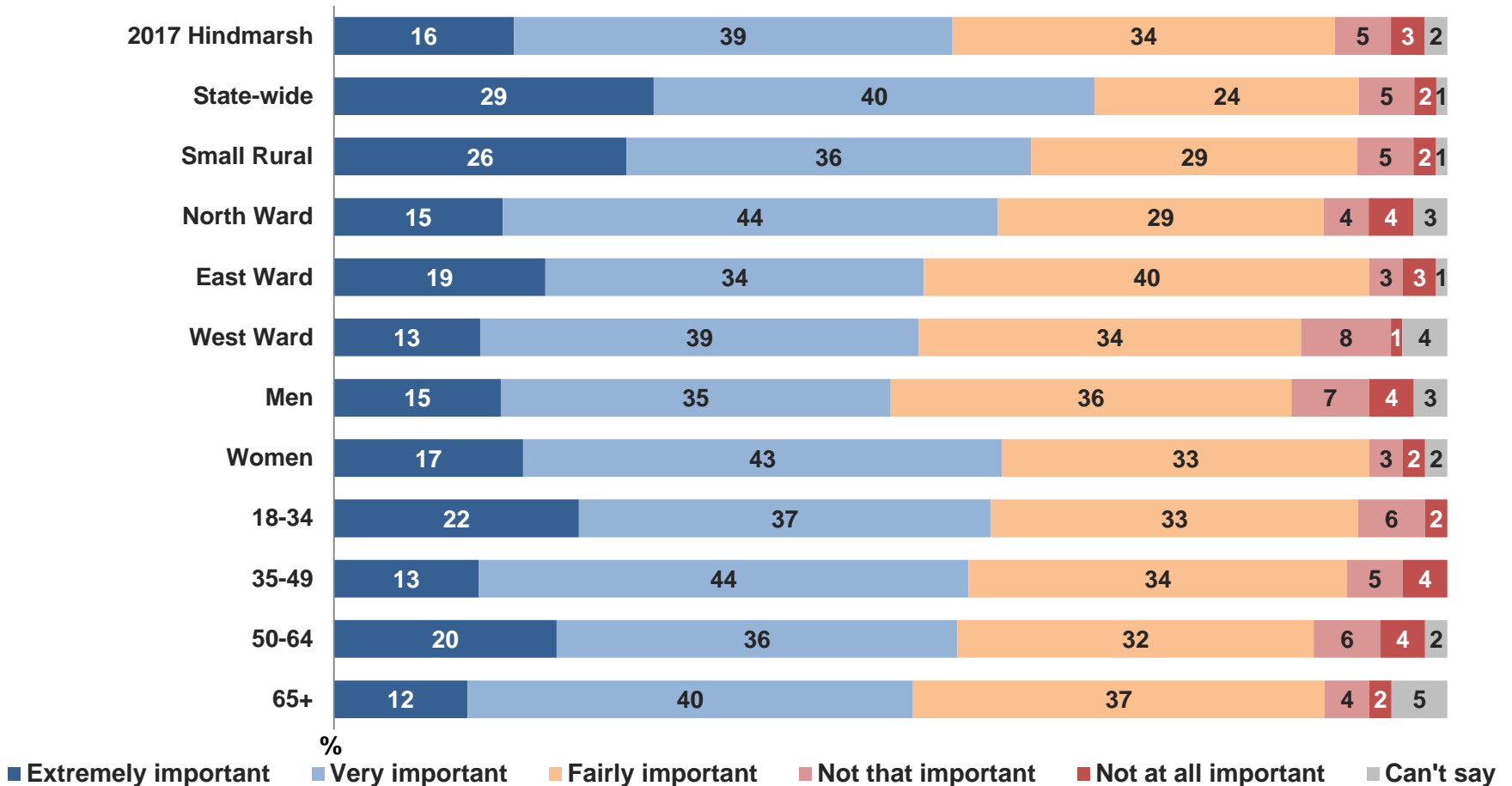
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2017 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

2017 Environmental Sustainability Performance

		2016	2015	2014	2013	2012
35-49	66	61	63	68	58	67
West Ward	66	66	68	71	66	n/a
Women	65	62	68	65	63	62
65+	64	64	66	64	63	62
State-wide	64	63	64	64	64	64
Hindmarsh	63	62	65	65	63	62
Small Rural	63	61	63	n/a	n/a	n/a
East Ward	62	64	65	62	61	n/a
50-64	61	60	64	60	62	58
North Ward	61	58	64	61	61	n/a
Men	60	63	62	65	63	63
18-34	58	66	70	69	69	64

Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

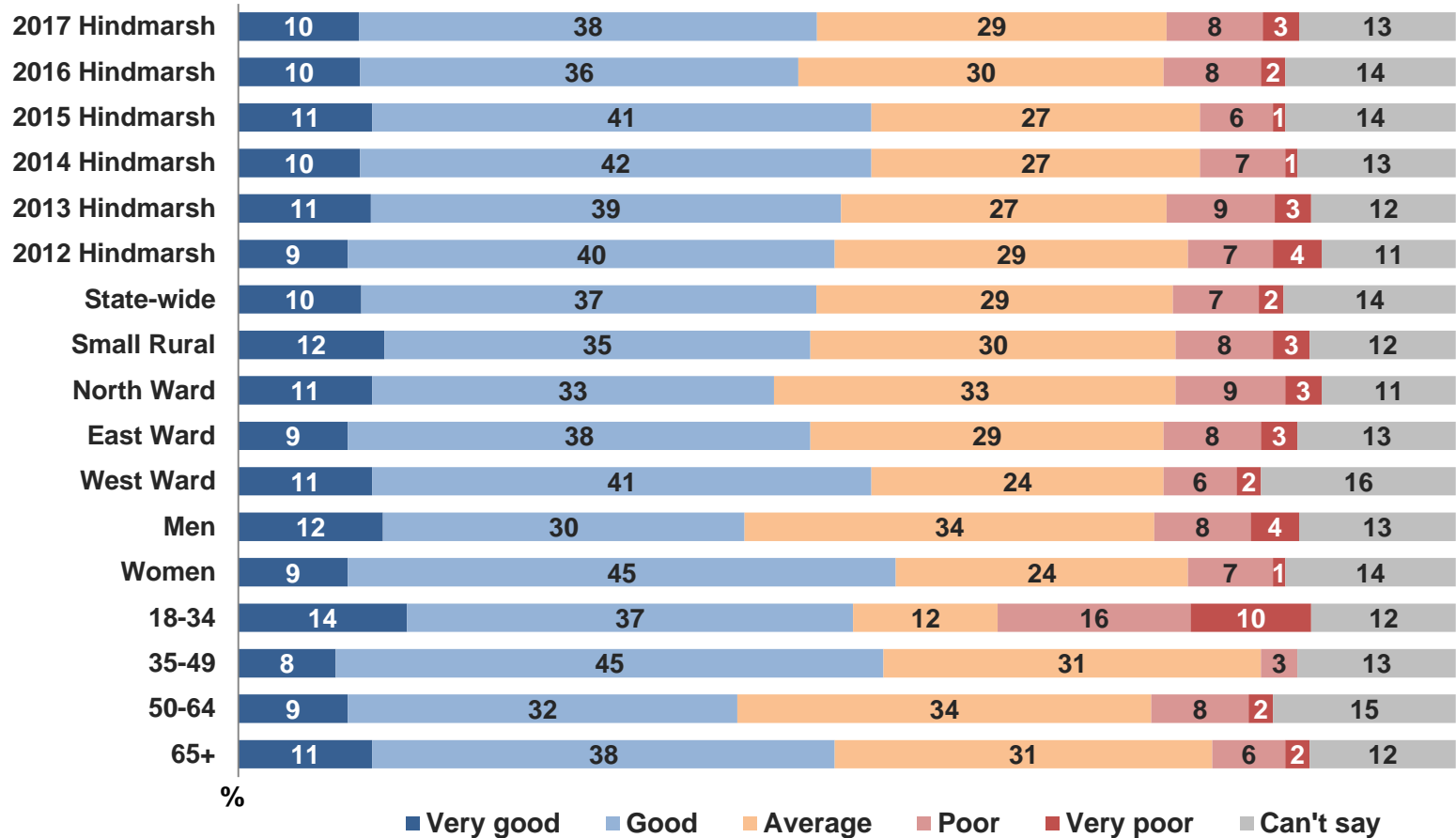
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES

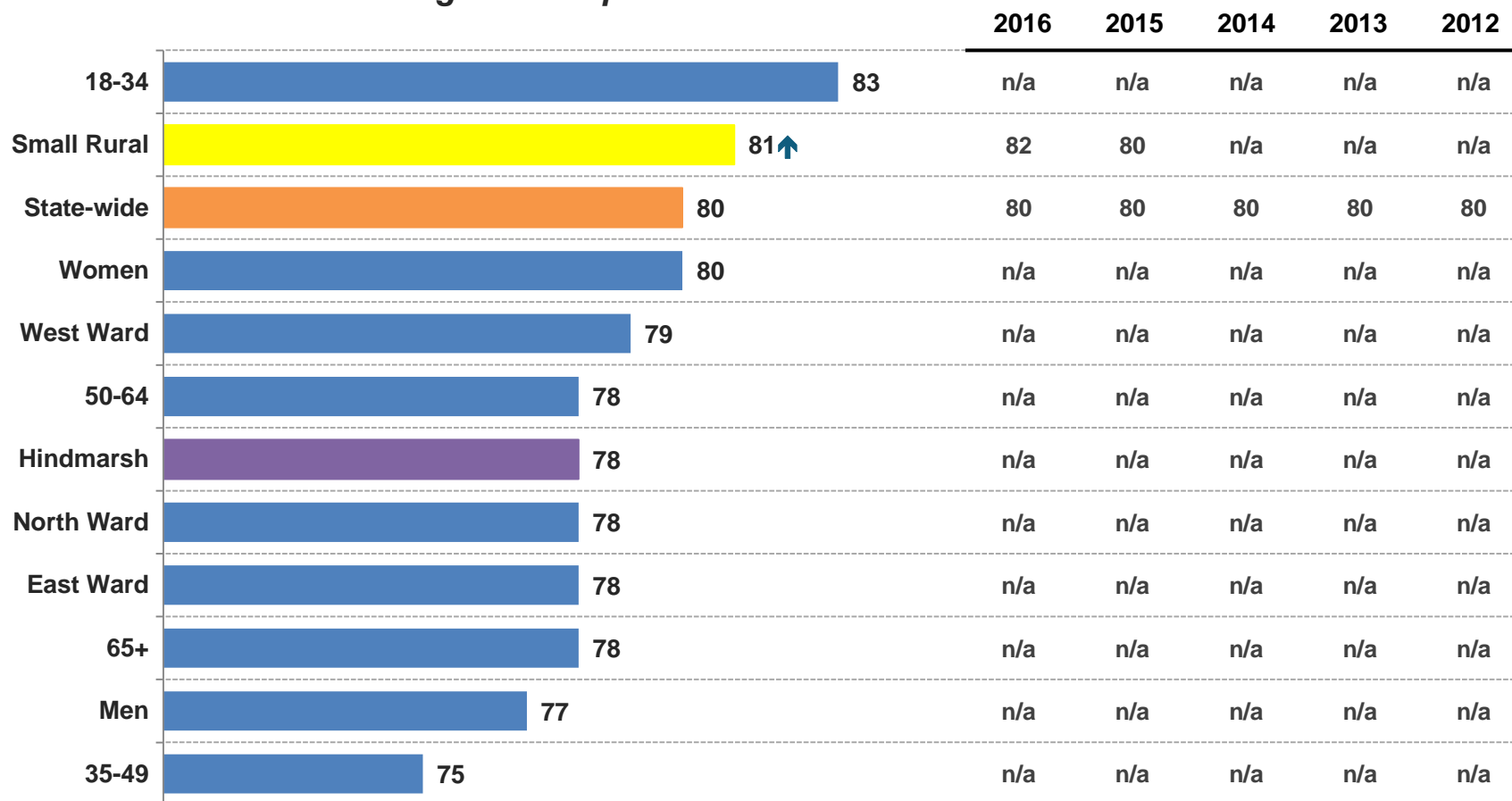
2017 Environmental Sustainability Performance



Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2017 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

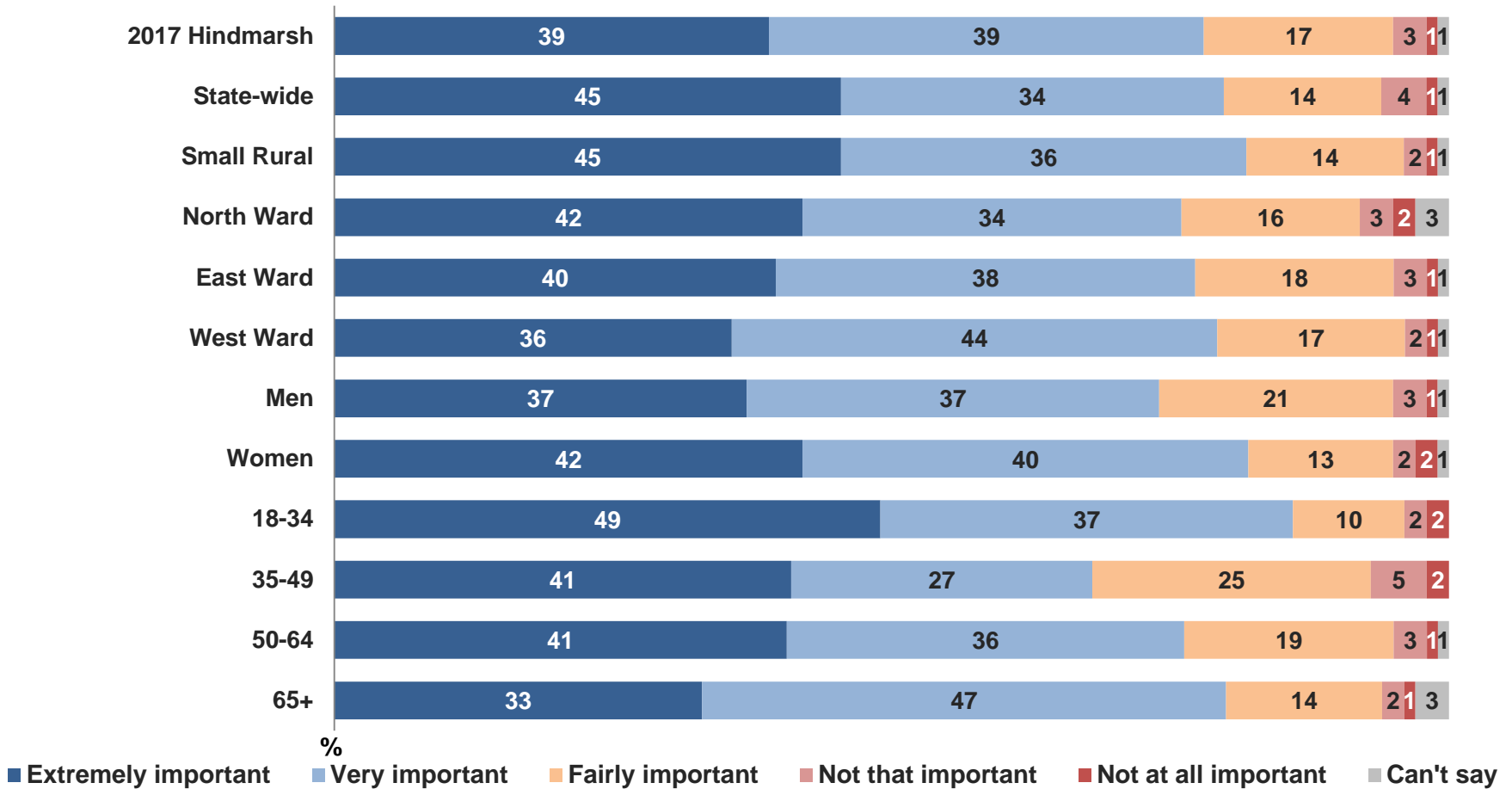
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2017 Disaster Management Performance

		2016	2015	2014	2013	2012
West Ward	80↑	n/a	n/a	n/a	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a
65+	76	n/a	n/a	n/a	n/a	n/a
18-34	76	n/a	n/a	n/a	n/a	n/a
Hindmarsh	75	n/a	n/a	n/a	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	n/a
North Ward	73	n/a	n/a	n/a	n/a	n/a
Small Rural	72↓	71	70	n/a	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a
Men	72	n/a	n/a	n/a	n/a	n/a
East Ward	71	n/a	n/a	n/a	n/a	n/a
State-wide	70↓	69	70	71	70	70

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

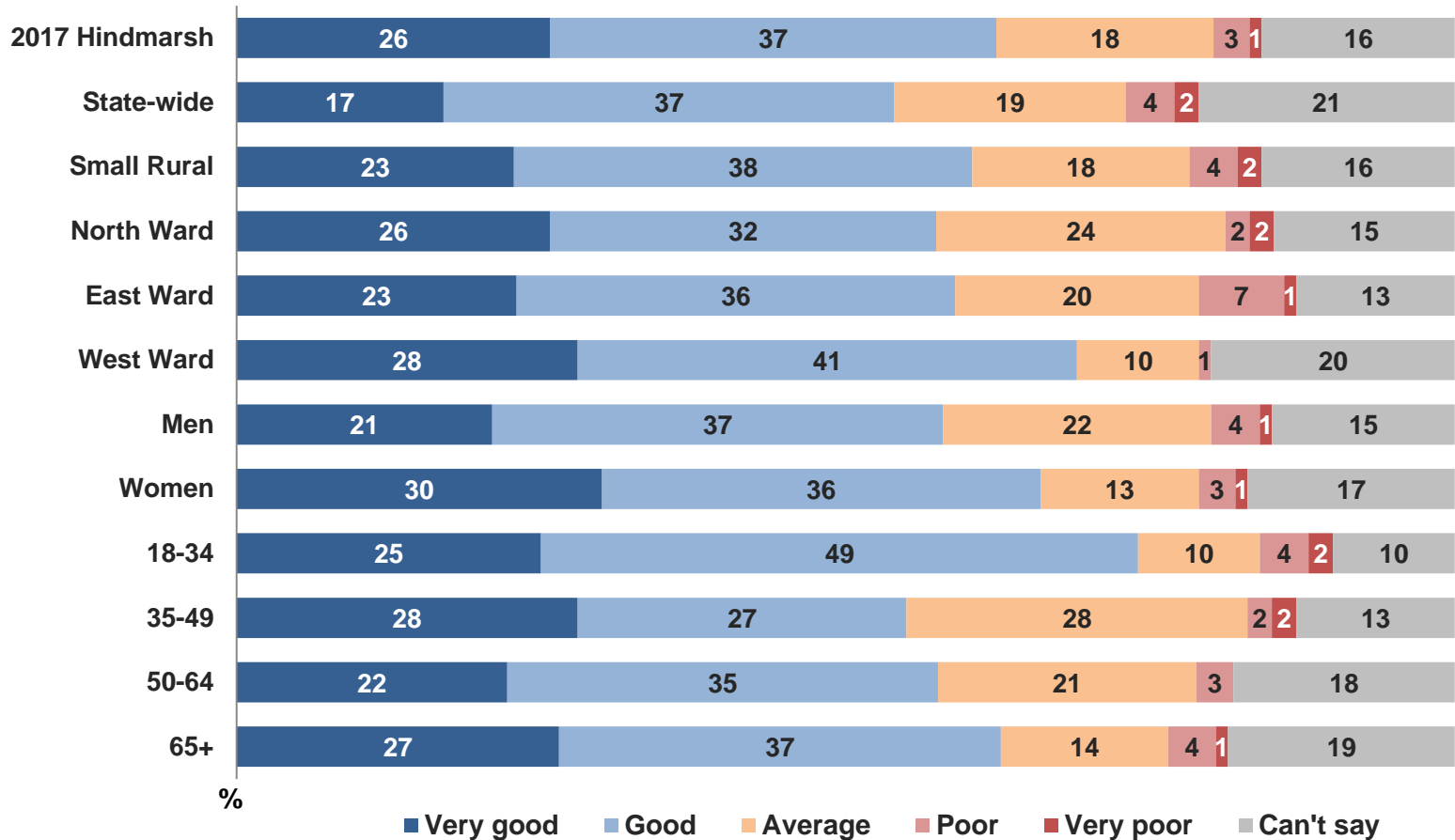
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

2017 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE INDEX SCORES

2017 Roadside Slashing & Weed Control Importance

		2016	2015	2014	2013	2012
North Ward	80	n/a	n/a	n/a	n/a	n/a
50-64	79	n/a	n/a	n/a	n/a	n/a
35-49	79	n/a	n/a	n/a	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a
Hindmarsh	76	n/a	n/a	n/a	n/a	n/a
Small Rural	76	n/a	77	n/a	n/a	n/a
East Ward	76	n/a	n/a	n/a	n/a	n/a
Men	74	n/a	n/a	n/a	n/a	n/a
West Ward	74	n/a	n/a	n/a	n/a	n/a
State-wide	74	73	73	75	74	71
18-34	66↓	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?

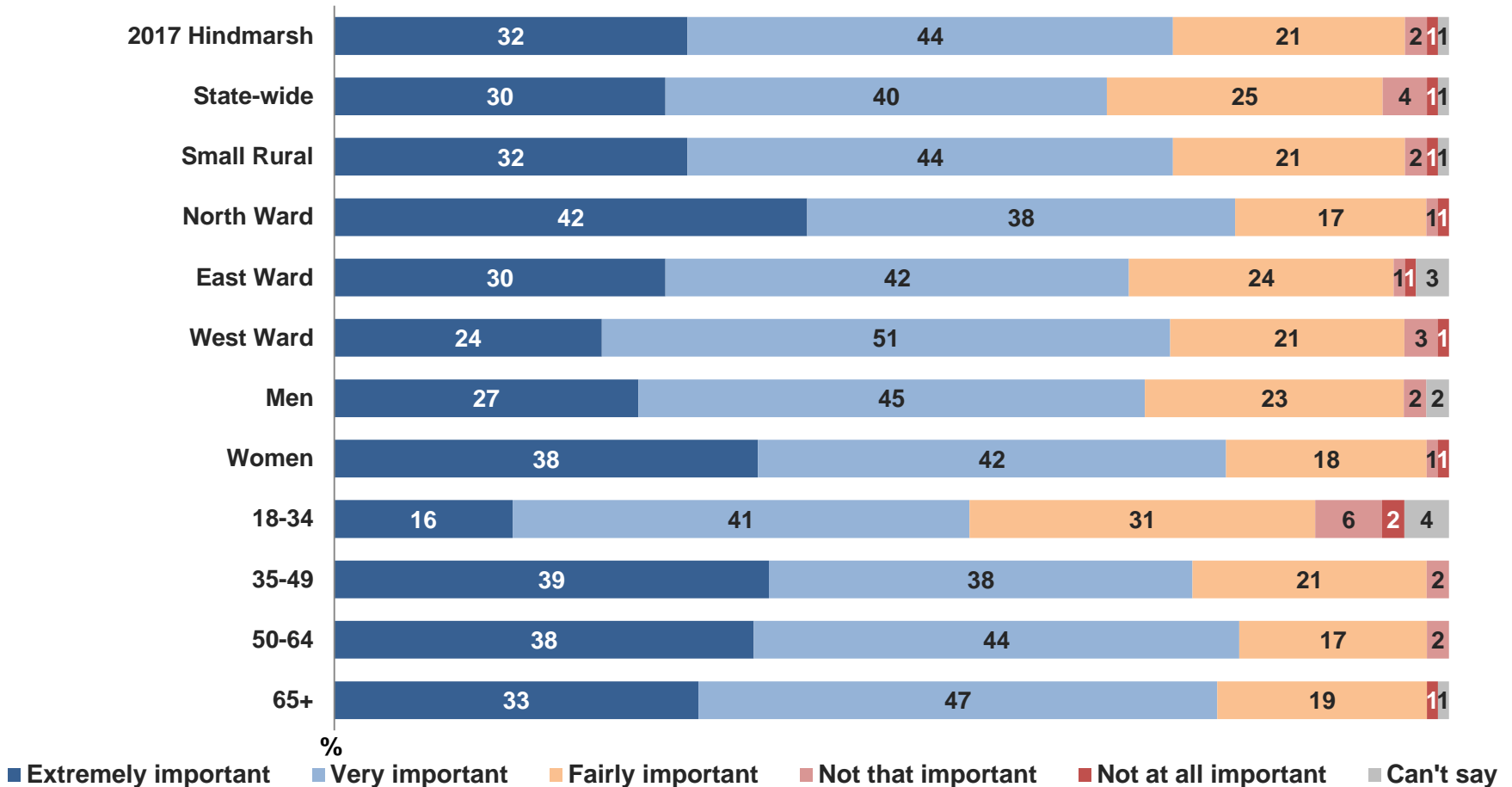
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

Note: Please see page 5 for explanation about significant differences

2017 ROADSIDE SLASHING AND WEED CONTROL

IMPORTANCE DETAILED PERCENTAGES

2017 Roadside Slashing & Weed Control Importance



Q1. Firstly, how important should 'roadside slashing and weed control' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

2017 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE INDEX SCORES

2017 Roadside Slashing & Weed Control Performance

		2016	2015	2014	2013	2012
West Ward	63↑	n/a	n/a	n/a	n/a	n/a
Women	57	n/a	n/a	n/a	n/a	n/a
18-34	54	n/a	n/a	n/a	n/a	n/a
65+	54	n/a	n/a	n/a	n/a	n/a
State-wide	53	56	55	55	56	61
Hindmarsh	53	n/a	n/a	n/a	n/a	n/a
35-49	52	n/a	n/a	n/a	n/a	n/a
East Ward	52	n/a	n/a	n/a	n/a	n/a
50-64	51	n/a	n/a	n/a	n/a	n/a
Small Rural	51	51	52	n/a	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a
North Ward	43↓	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'roadside slashing and weed control' over the last 12 months?

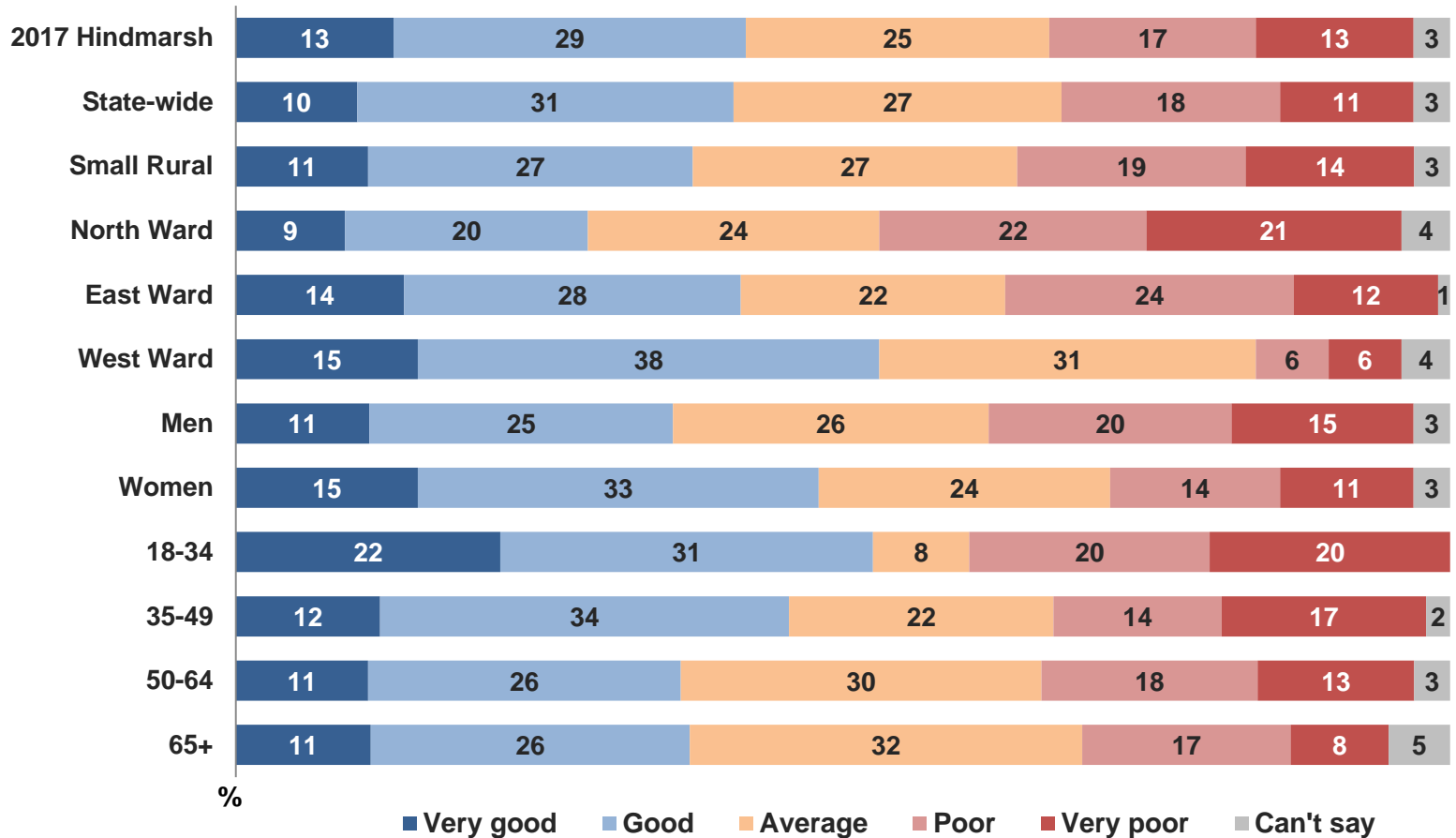
Base: All respondents. Councils asked state-wide: 8 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

2017 ROADSIDE SLASHING AND WEED CONTROL

PERFORMANCE DETAILED PERCENTAGES

2017 Roadside Slashing & Weed Control Performance



2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES

2017 Unsealed Roads Importance

		2016	2015	2014	2013	2012
North Ward	82	n/a	n/a	n/a	n/a	n/a
50-64	82	n/a	n/a	n/a	n/a	n/a
35-49	81	n/a	n/a	n/a	n/a	n/a
Small Rural	81	81	82	n/a	n/a	n/a
East Ward	81	n/a	n/a	n/a	n/a	n/a
Men	80	n/a	n/a	n/a	n/a	n/a
Hindmarsh	79	n/a	n/a	n/a	n/a	n/a
Women	79	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	78	78	81	80
18-34	78	n/a	n/a	n/a	n/a	n/a
65+	77	n/a	n/a	n/a	n/a	n/a
West Ward	75	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

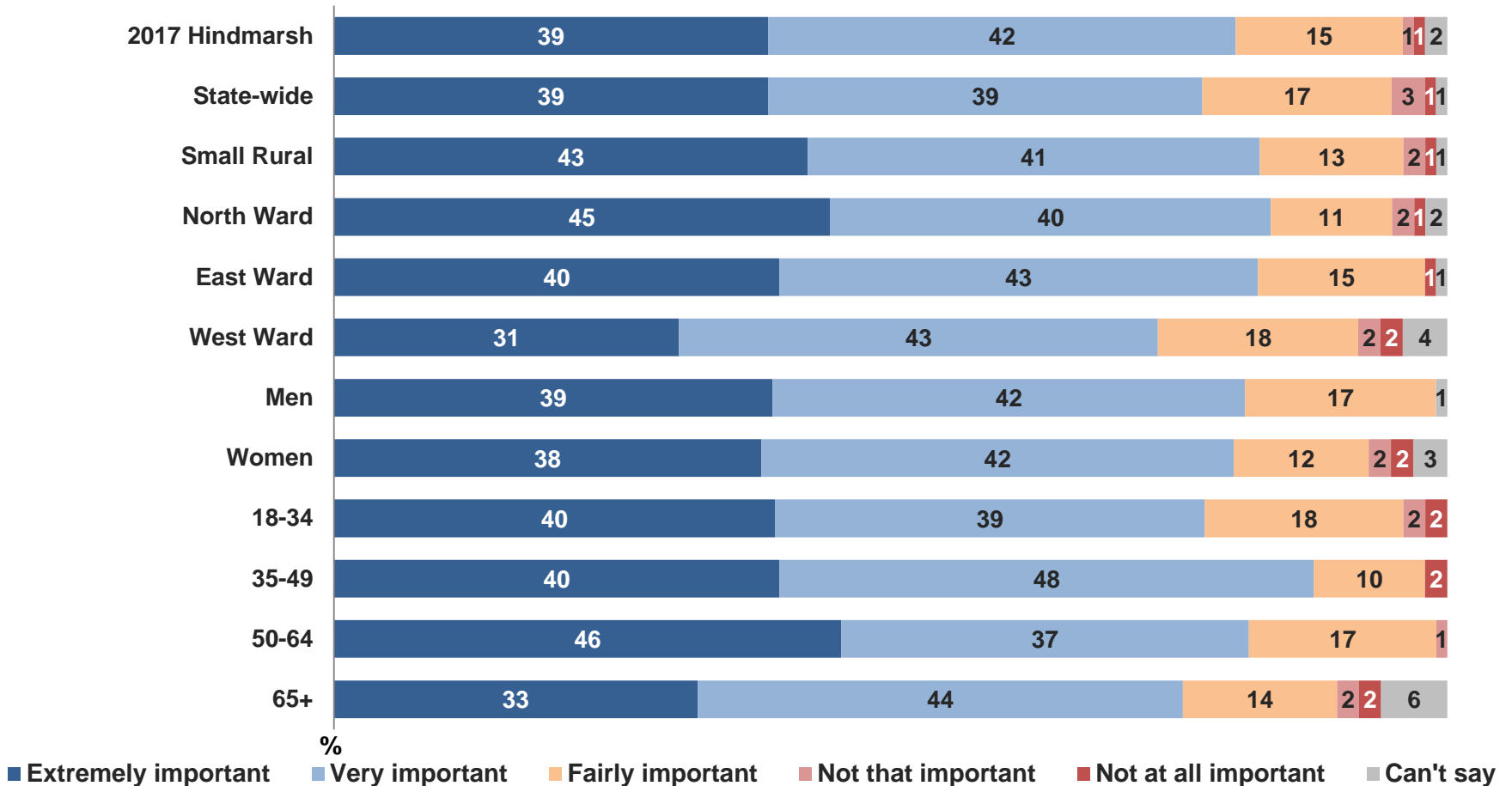
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Unsealed Roads Importance

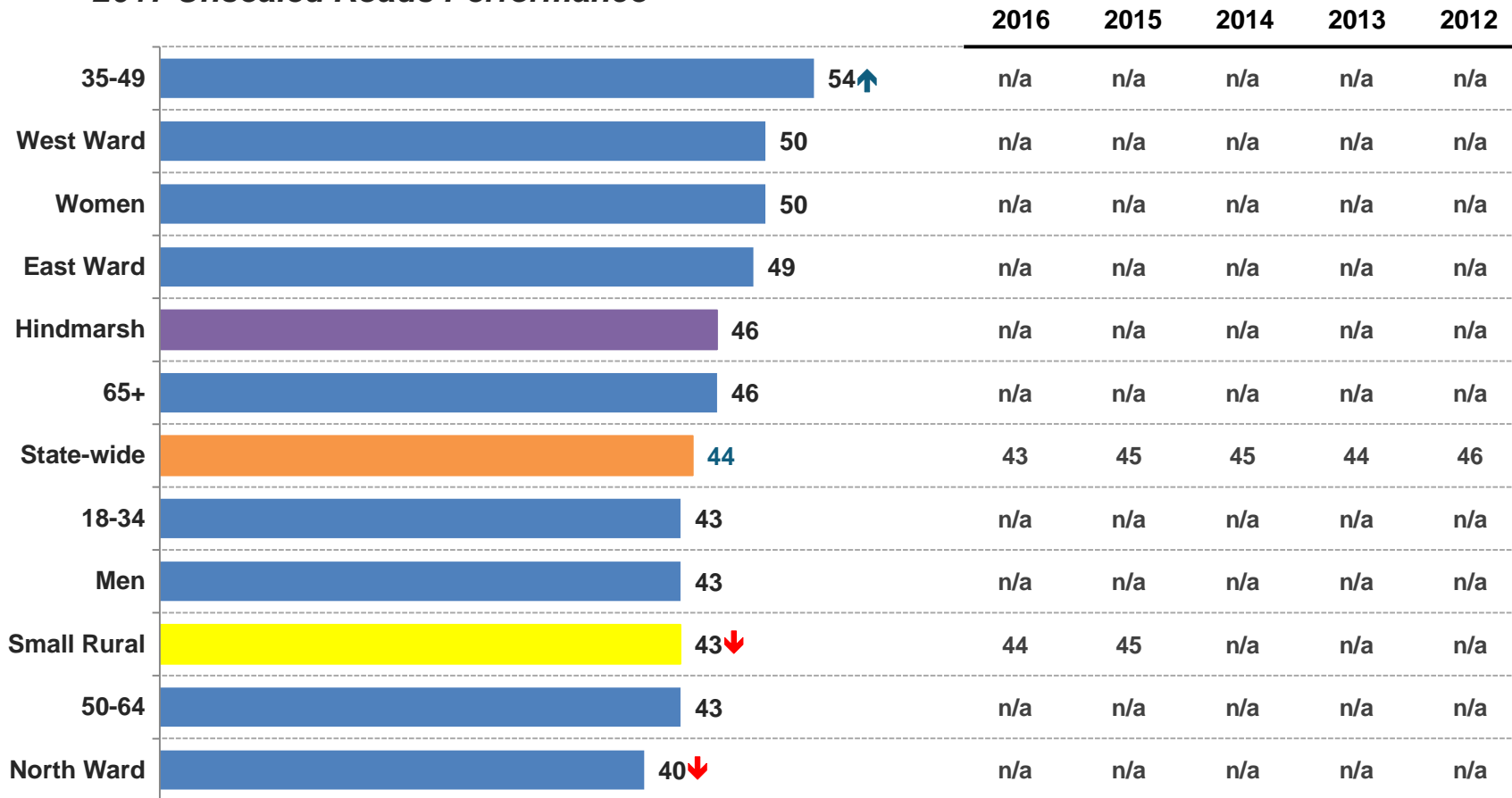


Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES

2017 Unsealed Roads Performance



Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?

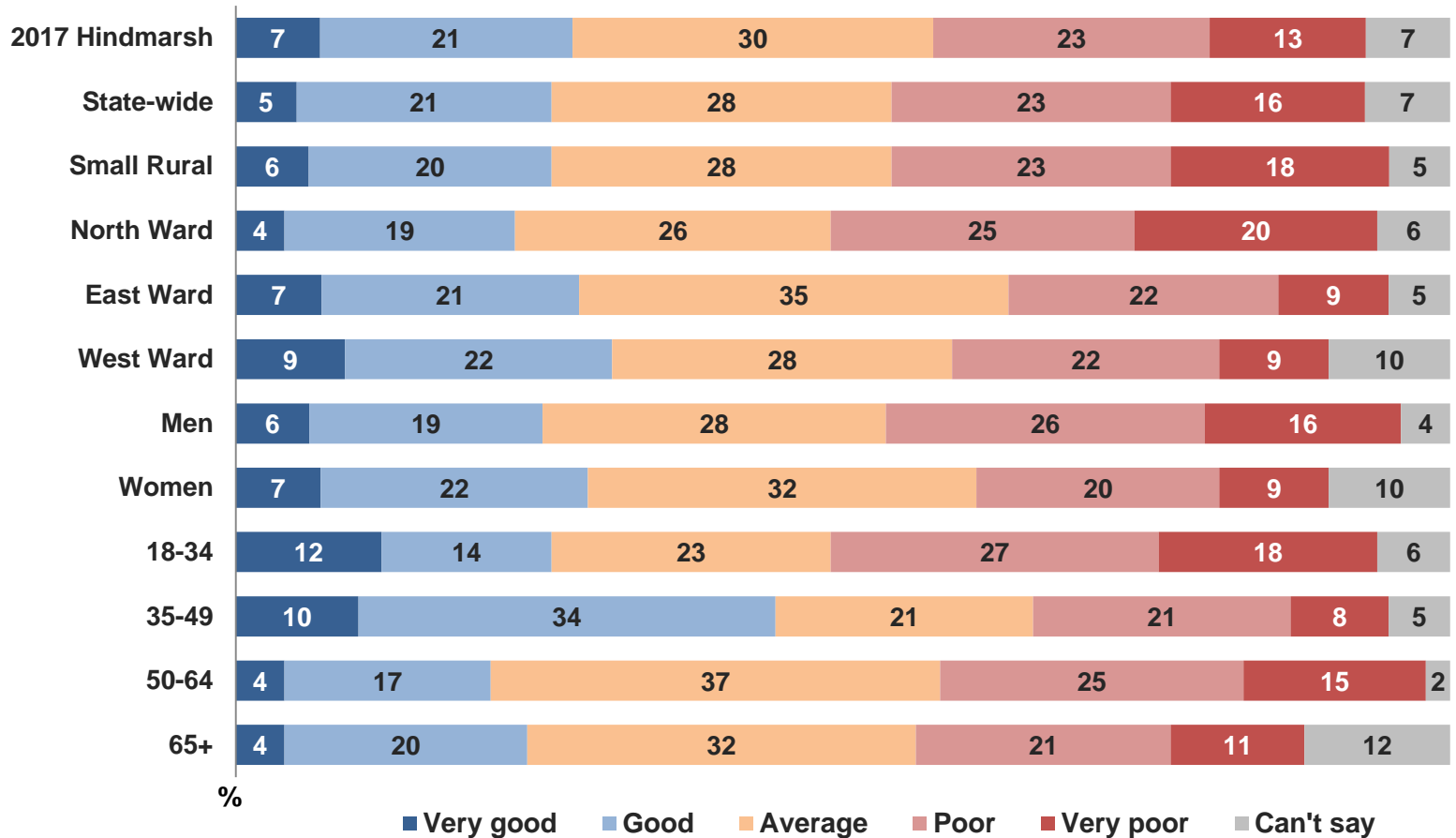
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2017 Unsealed Roads Performance



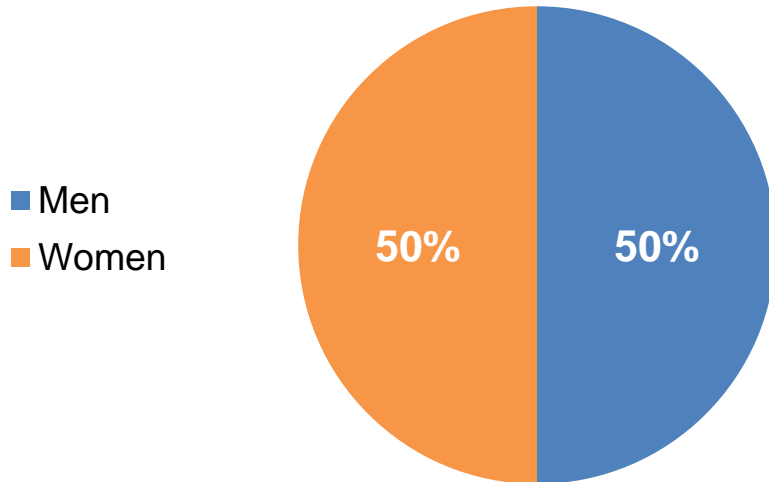
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7



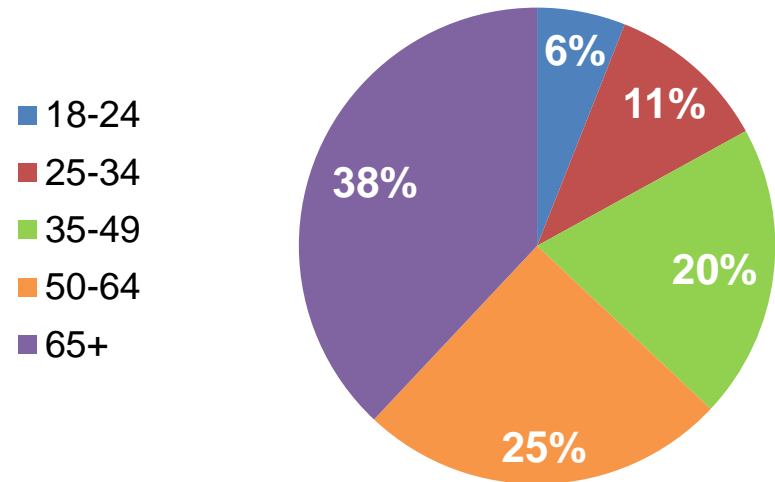
DETAILED DEMOGRAPHICS

2017 GENDER AND AGE PROFILE

Gender



Age



Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines overlaid on the landmass, suggesting a data network or survey routes. The map is set against a dark blue background.

APPENDIX A:

DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite-style map of the United States at night, showing city lights and a network of glowing yellow and green lines that represent infrastructure or data connections. The map is set against a dark blue background.

APPENDIX B: FURTHER PROJECT INFORMATION

APPENDIX B:

BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Hindmarsh Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2017 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2017 State-wide Local Government Community Satisfaction Survey for Hindmarsh Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 4,000 people aged 18 years or over for Hindmarsh Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Hindmarsh Shire Council	400	400	+/-4.7
Men	182	202	+/-7.1
Women	218	198	+/-6.5
North Ward	130	130	+/-8.5
East Ward	132	137	+/-8.4
West Ward	138	133	+/-8.2
18-34 years	37	69	+/-16.3
35-49 years	56	80	+/-13.1
50-64 years	121	99	+/-8.8
65+ years	186	151	+/-7.1

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2017 vary slightly.

Council Groups

Hindmarsh Shire Council is classified as a Small Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Pyrenees, Queenscliffe, West Wimmera and Yarriambiack.

Wherever appropriate, results for Hindmarsh Shire Council for this 2017 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B: ANALYSIS AND REPORTING

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from ‘very good’ to ‘very poor’, with ‘can’t say’ also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an ‘Index Score’ has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with ‘can’t say’ responses excluded from the analysis. The ‘% RESULT’ for each scale category is multiplied by the ‘INDEX FACTOR’. This produces an ‘INDEX VALUE’ for each category, which are then summed to produce the ‘INDEX SCORE’, equating to ‘60’ in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can’t say	1%	--	INDEX SCORE 60

APPENDIX B: ANALYSIS AND REPORTING

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

APPENDIX B:

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

APPENDIX B:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2017 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2017 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2017 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

Statewide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.



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